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# Australian Children's Cyber-safety and E-Security Project

**Report on the results of  
a parents' survey**

**Prepared for**



**Australian Government**

**Department of Broadband,  
Communications and the Digital Economy**

**Prepared by  
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## EXECUTIVE SUMMARY

### Background

The Department of Broadband, Communications and the Digital Economy (DBCDE) commissioned IRIS Research to conduct research to address the nature and prevalence of the risks facing children using the internet. This report provides the findings of a parents' survey relating to children aged between 5 and 17 years. The results reflect the parents', perceptions and knowledge of their children's experiences when using the internet.

The survey was conducted using IRIS Research Computer Assisted Telephone Interviewing (CATI) system. Fieldwork was conducted over the period 12 May to 4 June 2010, and 2014 interviews were completed with parents or carers of children aged 5 to 17 years.

The survey design was a representative national random sample incorporating a two stage stratification, firstly by State and Territory and secondly by broad areas characterised by population concentrations and distance from population centres under the Australian Bureau of Statistics' Australian Standard Geographic Classification system: major cities, inner regional areas, outer regional areas, remote area and very remote areas. The data was post-weighted to the Australian Bureau of Statistics counts on children aged 5-17 years.

### Home internet usage

- Around three in four children (72.4%) access the internet in an open family space within their home, such as a living room or family room. One in six children (16.7%) most often uses the internet in a private space such as their bedroom. Age of the child was identified as a significant factor when it comes to where the child mainly uses the internet. For children aged 6 to 11 years, around 6-8% use their internet in their bedroom, jumping to 15% for 12 year olds, 22-24% for 13 to 15 year olds and around 37-38% for 16 to 17 year olds.
- Nine out of 10 children (91.1%) were found to use the internet for educational activities, such as homework and research. 69% play online games and 62% either listen to music or watch videos. Just less than half (46.6%) use social media sites such as Facebook or MySpace.
- Based on locality, children in Tasmania were significantly less likely to use the internet for educational activities than States such as New South Wales and the ACT. Children in remote locations were more likely to use social media sites than children in major cities.

- Age was found to be associated with the types of activities that children are participating online. The majority of young children 5-10 years had high levels of playing online games, where children aged 12 – 17 years reported the highest incidence for email and using social network sites. The use of the internet by Australian children for educational and research activities was significantly high across all age categories.
- Parents suggested that their children spent on average 7.1 hours per week on the internet. Age again was the defining factor, with 5-8 year olds spending approximately 2-3 hours week, in comparison to 16-17 years spending 13-14 hours per week.

### **Cyber-safety and protection of children**

- Almost one in two Australian parents (46.1%) feel they are “well informed” about cyber-safety issues, with a further 33.2% “feeling somewhat” informed. Respondent views varied with locality, with almost half of the parents living in major cities or inner regional areas feel that they are well informed, compared to just over a third of parents in outer regional areas (35.2%) and quarter of those in remote areas (26.7%).
- The incidence of parents being ‘well informed’ about cyber-safety issues was similar for all age and sex cohorts of children.
- One in three parents (32.7%) were very concerned about the safety risks of their children accessing the internet, while another third (38.8%) were slightly concerned.
- Interestingly, the degree of concern from parents varied slightly across States and Territories and geographic areas of Australia. Parents in Western Australia and Northern Territory and remote areas were significantly more concerned about cyber-safety risks.
- The level of concern amongst parents about safety risks of their children in using the internet was found to peak around the end of the primary school and the beginning of high-school ages.
- The majority of parents had spoken to their children about the risks of being online (84.2%) and had implemented preventative measures to minimise those risks (80.3%). Across States, Victorian parents were slightly less likely to have spoken to their children about online risks than parents in Queensland, Tasmania and ACT.
- Households that spoke a language other than English at home reported a lower propensity (73%) to have implemented safety measures or rules in the use of the internet by their children at home.

- Age was a defining factor in terms of whether parents had spoken to children about the risks of being online. The incidence at 5 years was 27.8%, increasing sharply to 55.6% at 6 years, when the child is likely to be introduced to the internet at school, and reaching above 90% once children were 10 or more years old.
- Irrespective of the age of the child, the majority of parents had implemented some preventive measures. Implementation of measures peaked for 10 year olds (93.3%), before decreasing to a low of 65.4% for 17 year olds.
- A range of preventative measures were reported as being implemented by parents to reduce the risks of their children when online. Three quarters of parents indicated they regularly installed anti-virus software (74.8%), with two thirds suggesting they also try to be near their child when they are on the internet (65.1%) and ensure the computer is located in an open area (63.8%). One in two parents (48.1%) indicated they use filters to block inappropriate content, set a policy where the child needs to ask before visiting websites (56.5%) and checked the websites visited or emails of the child (55.3%).
- When looking at preventative measures used in connection to age of the child, it appears that the use of most measures peaks around the time children are finishing primary school.
- Parents in inner regional areas are more likely to require their children to ask them before visiting web sites (61.5%) and are more likely to be near their children while on the internet (70.1%), than parents in remote areas (50%) and (56%) respectively.
- Of parents that implemented preventative measures, 32.5% indicated that sitting near or with the child was the most effective measure to minimise the child's risk when using the internet. This was followed by locating the computer in an open area (15.4%) and using passwords or access controls (11%).

### **Cyber-safety or E-Security Incidents in the Home**

- 17.4% of children aged 5 to 17 years were identified to have experienced at least one incident of a cyber-safety or e-security problem in 12 months prior to the survey. By locality, the lowest incidence rate was reported by parents from the Northern Territory at 8%.
- The most frequent incidents related to the child accessing inappropriate websites (6.7%), receiving threatening or bullying emails or SMS/Instant messages (5.8%) and strangers making contact asking for personal information (5%).

- A significant increase in the rate of incidents occurred in children aged 13 to 17 years, particularly for receiving threatening or bullying emails or SMS instant messages. A spike in the rate of incidents was also found for 9 year olds.
- Girls of 15-16 and boys of 17 appear to be most at risk in terms of cyber-safety and e-security issues. However it is notable that both boys and girls experience a significant rise in rates of incidents when they reach the teenage years.
- A range of strategies was identified as used by parents in dealing with cyber-safety and e-security issues. These included parents directly speaking with their child (27.6%) to explain the dangers or reasons why the behaviour was inappropriate; blocking the person responsible for the incident (14.6%) and informing the school of the incident (6.1%).
- Where an incident occurred, the majority of parents (81%) indicated they were equipped with sufficient information to protect their child when handling incidents of cyber safety or E-security problems. Interestingly the least level of preparedness was reported by parents in the ACT and by parents with 9 year olds.

### **Information on cyber-safety**

- Less than half of the parents interviewed (45.1%) indicated they were aware of at least one of the more common cyber-safety websites or information resources listed.. Awareness amongst parents were highest for the Cybersmart website (28.6%) and the Bullying. No way website (25.6%).
- Analysis of awareness by locality found that parents from the Northern Territory or located in remote areas had significantly lower levels of awareness of the Cybersmart website.
- Although girls were reported as experiencing higher numbers of cyber-safety issues, parents of girls reported significantly lower levels of awareness of available information resources than parents of boys.
- Awareness levels of information resources were also linked with the sex of the parent. Mothers (49.3%) indicated a significantly higher awareness level of at least one of the information resources listed compared to fathers (34.9%).
- One in three parents (34.3%) stated they had in the past 12 months accessed information on how to make their child safer when using the internet or mobile phone. Parents of girls aged 12 to 14 years reported accessing information significantly more than parents with boys. For parents with boys the higher rates of access to information occurred for boys aged 9, 11 and 14 years.
- An overwhelming majority of parents suggested that the information they had accessed on how to make their child safer was helpful. However, when parents

were directly asked which of the resources were most helpful, 51.5% of parents who indicated they had accessed at least one of the more popular websites, suggested none were helpful.

### **Cyber-safety and use of Mobile phones**

- One in two children (49.2%) aged 5 to 17 years had access to a mobile phone, with 16.2% of the mobiles linked to the internet. Children living in the Northern Territory and Tasmania had the lowest access rates.
- Children aged 13 to 17, girls in general and predominantly girls aged 13-15 years were found to have the highest levels of mobile phone access.
- 16.5% of children with mobile phones reported at least one personal safety or security issue in regard to their use of the mobile phone. Children aged 9 and 14 were reported as having the highest incidence of such issues. Girls in general have a higher incident rate of incidents than boys.
- The main cyber-safety issues with mobile phones related to receiving threatening or bullying phone calls or text messages, sending or receiving inappropriate messages and receiving phone calls from strangers. 6-7% of children with mobile phone access experienced these problems.
- 9 and 14 year old children had higher rates of receiving threatening and bullying phone calls and text messages and sending or receiving inappropriate messages (11-12%) when using their mobile phone, than other children.

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## 1 Introduction

The Australian Children’s Cyber-safety and E-Security surveys project was commissioned by Department of Broadband, Communications and the Digital Economy (DBCDE) to address the nature and prevalence of the risks facing children using the internet at school and in the home. The project aims to provide a foundation for informed policy responses and the ongoing delivery of effective communication strategies by the DBCDE.

The project entails the design and implementation of a parent/guardian and school teacher surveys.

This report provides the findings of the parent survey relating to children between the age of 5 and 17 years.

The analysis of the parent survey aims to describe the online environment in which children engage and to identify any patterns relating to age, sex or locality of the child or socio-economic status of the child’s family.

The specific objectives of the parents’ survey were:

- To describe the prevalence of cyber-safety and e-security risks for Australian children, such as:
  - cyber-stalking;
  - cyber-bullying;
  - exposure to illegal and inappropriate content;
  - breaches of privacy, loss of personal information and financial fraud.
- To ascertain how parents respond to cyber-safety and e-security risks including:
  - the use of technical, educational and behavioural measures; and
  - awareness and use of government cyber-safety and e-security initiatives.
- To determine the effectiveness of measures undertaken by parents in response to cyber-safety and e-security risks for their children.

The parent survey was undertaken using the IRIS Research Computer Aided Telephone Interviewing system.

## 2 Methodology

The survey was conducted using IRIS Research's Computer Assisted Telephone Interviewing (CATI) system. Fieldwork was conducted over the period 12 May to 4 June 2010 and 2014 interviews were completed with parents or carers of children aged 5 to 17 years.

### 2.1 Target Population

The target population for the survey were parents or guardians of children aged 5 through to 17 years.

On contacting the household, the interviewer asked whether there were any children aged between 5 and 17 years living in the household. On establishing that the household was in scope, the interviewer asked to speak to a parent or a carer. The parent/carer was instructed to only answer the survey questions on behalf of a child with the most recent birthday aged between 5 and 17 years.

Only households that had access to the internet were included in the sample. In addition, the reference child had to have accessed the internet from home in the previous 12 months prior to the survey date.

### 2.2 Sample design

A stratified sample design was used to provide a representative sample according to the population densities of children aged 5-17 years in each State and Territory of Australia. However, it was deemed necessary to over-sample the smaller states and territories to provide reasonable estimates at this level. Post weighting techniques were applied to ensure national representativeness.

Further stratification was also required for respondents based on the ABS remoteness classification system. This classifies areas sharing common characteristics of population concentration and distance from population centres into five broad groups (Remoteness classifications). The classifications are major cities inner regional, outer regional Australia, remote and very remote areas. (ABS cat. no. 1216.0).

The survey sampled parents from both remote and very remote localities, however, for reporting and analysis purposes results for these two categories are combined and are reported as "remote" in this report.

Participants for the parents' survey were chosen at random using IRIS random digit dialling system, based on all fixed line household numbers in Australia.

The following table shows the sample achieved, which was almost identical to the planned sample design.

**Table 2-3 Sample size -State & Territories by Index of Remoteness Classification (No)**

		Major Cities	Inner Regional	Outer Regional	Remote and Very Remote *	Total
Total		1260	428	245	81	2014
State	New South Wales	310	81	26	0	417
	Victoria	298	88	20	0	406
	Queensland	177	65	45	10	297
	Tasmania	0	145	52	4	201
	South Australia	148	21	25	10	204
	Western Australia	143	28	21	13	205
	Northern Territory	2	0	56	44	102
	ACT	182	0	0	0	182

\* Combines results for interviews with parents located in remote and very remote Australia

## 2.3 Survey Instruments

A draft questionnaire was developed by IRIS Research, with input and approval from DBCDE.

This draft questionnaire was pre-tested, to ensure the questions and response categories were relevant, were not ambiguous, flowed well and was able to be completed within a tolerance level for telephone surveys. This stage involved the conduct of 16 interviews with randomly recruited respondents in the presence of department staff. The findings from this stage were provided to DBCDE in a summary report, which included recommendations for changes to the survey script.

IRIS Research then prepared a final questionnaire based on the outcomes of the testing and DBCDE feed back. A copy of the questionnaire is appended to this report.

## 2.4 Interviewers and training

All interviewers for the parents' survey were trained on how to administer the questionnaire by the project manager. Written instructions were also provided to the interviewers.

Interviewer training covered the following issues:

- Nature and purpose of the survey;
- Questionnaire content;
- Screening procedures, and
- Practice interviews.

All interviewers were supervised during and after the initial training session to ensure that procedures were followed correctly throughout the duration of interviewing and to allow the prompt resolution of respondent enquires.

Telephone interviews were conducted during the times of 5 pm to 8:30 pm on week days and between 10 am and 4 pm on Saturdays. The survey was completed over the period 12 May to 4 June 2010.

## 2.5 Weighting

The data was post-weighted to reflect the latest Australia Bureau of Statistics data on age and sex by State and Territory. This ensures that it reflects the geographic distribution of 5-17 year olds across Australia.

## 2.6 Sampling Error

Significance levels for this survey are defined as twice the relative standard error, which corresponds to a 95% confidence interval for the results. That is, if the survey were to be repeated there is a 95% chance that the new results obtained would be within the interval reported, plus or minus its significance level.

Set out below are the estimates of the significance for a particular estimate (proportion/percentage) from the survey.

**Table 2-2: Significance Levels (95% confidence levels)**

Proportion of Sample %	Sample Size (n)					
	2014	1000	600	300	200	100
90% or 10%	1%	2%	2%	3%	4%	6%
80% or 20%	2%	2%	3%	5%	6%	8%
70% or 30%	2%	3%	4%	5%	6%	9%
60% or 40%	2%	3%	4%	6%	7%	10%
50%	2%	3%	4%	6%	7%	10%

The Simple Random (SRS) formulas has been used for the calculation of variances i.e.  $pq/n$ . The significance limits relate to the sample size on which an estimated proportion is based.

For example, from the survey we know that the proportion for children aged 5-17 years that have access to a mobile phone is 49% and this was based on a sample of 2014 children. The closest proportion in the above table for 49% is 50%. Based on the sample size we can see that we can be 95% confident that the population value is 49% (+/- 2 percent) or between 47 and 51%.

When comparing results between sub-groups (eg comparing mobile phone access for those 10 years and 15 years), the margin for error depends on the base size of the sub-groups and the percentages when compared.

As a rule, comparing results between those aged 10 years (n= 180) and 15 years (n=211) you would need a difference of at least 7 percentage points for proportions close to 50% and 4 percentage points for proportions close to 90%. The descriptive commentary in this report only refers to differences that are statistically significant.

## 2.7 Limitations

The research brief prepared by DBCDE proposed the use of parents as proxy respondents to understand the behaviour of Australian children on the internet. This method of gathering information was chosen due to the sensitive nature of the topic and the complex ethical and logistic issues of surveying children. As the survey results mediated through parental perceptions, knowledge and to some extent attitudes and expectations, the results reported in this survey may be influenced by a number of factors, for example the degree to which parents are actually aware of what their children are doing and experiencing, and/or the degree to which they are prepared to

be frank about what they know and/or social desirability bias (parents' desire to be viewed as behaving like responsible parents). There may therefore be over-reporting in the case of some answers, and under-reporting in the case of others.

### 3 Profiles of Children

Tables 3.1 and 3.2 show the distribution of responses about children, grouped by age, sex, State/Territory, remoteness classification. Both tables demonstrate that the survey achieved a significant response to understand the experience children aged 5-17 years across Australia, as reported by their parents or carers.

**Table 3-1 Responses by age, sex, of Children**

		Boys		Girls		Total	
		N	Percent	N	Percent	N	Percent
Total		1046	51.9%	969	48.1%	2015	100.0
Age	5- yrs	41	3.9%	38	3.9%	79	3.9%
	6- yrs	62	5.9%	72	7.4%	134	6.7%
	7- yrs	81	7.7%	57	5.9%	138	6.8%
	8 yrs	76	7.3%	56	5.8%	132	6.6%
	9- yrs	75	7.2%	66	6.8%	141	7.0%
	10 yrs	95	9.1%	85	8.8%	180	8.9%
	11 yrs	70	6.7%	72	7.4%	142	7.0%
	12 yrs	108	10.3%	83	8.6%	191	9.5%
	13 yrs	74	7.1%	94	9.7%	168	8.3%
	14 yrs	103	9.8%	83	8.6%	186	9.2%
	15 yrs	104	9.9%	107	11.0%	211	10.5%
	16 yrs	90	8.6%	90	9.3%	180	8.9%
	17 yrs	67	6.4%	66	6.8%	133	6.6%

**Table 3-2 Responses by locality and age of Children**

		<b>5 -8 yrs</b> <b>n=488</b>	<b>9-10 yrs</b> <b>n=324</b>	<b>11 yrs</b> <b>n=147</b>	<b>12 yrs</b> <b>n=187</b>	<b>13 yrs</b> <b>n=161</b>	<b>14 yrs</b> <b>n=186</b>	<b>15 yrs</b> <b>n=194</b>	<b>16 yrs</b> <b>n=186</b>	<b>17 yrs</b> <b>n=141</b>
Total		24.0%	15.9%	7.0%	9.5%	8.3%	9.3%	10.5%	9.0%	6.6%
State	New South Wales	26.6%	14.8%	6.1%	10.1%	8.3%	9.5%	11.5%	7.3%	5.7%
	Victoria	25.2%	14.2%	6.4%	8.5%	8.7%	8.0%	11.5%	10.3%	7.2%
	Queensland	19.9%	19.1%	7.3%	10.2%	7.7%	10.2%	8.5%	11.4%	5.8%
	Tasmania	24.5%	14.3%	10.2%	6.1%	6.1%	12.2%	6.1%	12.2%	8.2%
	South Australia	23.1%	17.7%	9.5%	8.8%	5.4%	9.5%	10.9%	8.2%	6.8%
	Western Australia	21.5%	15.1%	8.8%	9.8%	11.2%	8.8%	10.2%	5.9%	8.8%
	Northern Territory	23.1%	19.2%	3.8%	11.5%	7.7%	7.7%	7.7%	11.5%	7.7%
	ACT	29.0%	16.1%	6.5%	9.7%	6.5%	9.7%	6.5%	9.7%	6.5%
Remoteness	Major Cities	26.2%	14.6%	6.8%	8.8%	8.2%	9.2%	10.8%	8.7%	6.7%
	Inner Regional	21.9%	19.7%	6.5%	11.2%	8.7%	9.0%	8.0%	8.7%	6.5%
	Outer Regional	13.1%	19.4%	8.9%	10.5%	8.4%	9.4%	12.6%	11.0%	6.8%
	Remote	22.2%	8.9%	13.3%	11.1%	6.7%	13.3%	11.1%	11.1%	2.2%

## 4 Home Internet Usage

### 4.1 Access to the Internet

Almost three quarters of Australian children aged 5 to 17 years access the internet in an open family space within their home, such as a living room or family room. 16.7% or one in six children most often use the internet in a private space such as their bedroom.

There appears to be few notable differences across remoteness classifications in where children specifically access the internet from within the home based on the , although a higher proportion of children in Tasmania (81.3%) were reported as doing so mainly from an open family room than elsewhere.

Minimal variation was found based on household income or language spoken at home.

**Table 4-1 Where children access the internet from in the home**

Where does your child most often use the internet in the home?		In a private space (eg bedroom)	In an open family space (eg living room)	Other
Total		16.7%	72.4%	10.9%
State	New South Wales	15.1%	72.2%	12.7%
	Victoria	18.5%	72.8%	8.6%
	Queensland	16.1%	73.7%	10.2%
	Tasmania	12.5%	81.3%	6.3%
	South Australia	19.0%	68.0%	12.9%
	Western Australia	18.0%	70.2%	11.7%
	Northern Territory	16.7%	75.0%	8.3%
	ACT	18.2%	69.7%	12.1%
Remoteness	Major Cities	18.3%	70.4%	11.3%
	Inner Regional	12.2%	78.8%	9.0%
	Outer Regional	14.6%	72.4%	13.0%
	Remote	20.0%	75.6%	4.4%
Household Income	Up to \$40,000	19.2%	70.4%	10.4%
	\$40,001 to \$80,000	15.9%	75.8%	8.3%
	\$80,001 to \$120,000	17.5%	70.6%	11.9%
	\$120,001 or more	14.9%	71.7%	13.4%
Language	English	16.5%	72.7%	10.8%
	Non-English	19.5%	69.2%	11.3%

Age was identified as the most likely influencing factor when it comes to whether a child predominately accessed the internet in private or in open view of the family. Just 1.3% of 5 year olds mainly access the internet from a private space such as a bedroom. Between the ages of 6 years and 11 years that figure hovers between 6.1% and 7.8%, before jumping to 15.2% at the age of 12 years. From the age of 16 years, more than one third of children (37.0%) predominately access the internet in private. Overall, between the ages of 5 years and 17 years, the proportion of children that mainly access the internet from an open space in the family home drops from 83.5% to 54.5%.

**Table 4-2 Where children access the internet from in the home - By age**

Where does your child most often use the internet in the home?		In a private space (eg bedroom)	In an open family space (eg living room)	Other
Total		16.7%	72.4%	10.9%
Age of Child	5 years	1.3%	83.5%	15.2%
	6 years	7.5%	84.3%	8.2%
	7 years	7.2%	79.7%	13.0%
	8 years	7.6%	75.8%	16.7%
	9 years	7.0%	83.1%	9.9%
	10 years	6.1%	84.4%	9.4%
	11 years	7.8%	77.3%	14.9%
	12 years	15.2%	73.3%	11.5%
	13 years	23.8%	70.2%	6.0%
	14 years	23.1%	68.3%	8.6%
	15 years	21.8%	62.6%	15.6%
	16 years	37.0%	55.8%	7.2%
	17 years	37.9%	54.5%	7.6%
Sex	Boys	17.0%%	72.0%%	11.0%%
	Girls	16.6%%	72.7%%	10.7%%

## 4.2 Internet Activities

Educational activities, such as homework and research, are the main reason reported by parents for children using the internet (91.1%). Around two thirds of children are reported as playing online games (69.2%) and either listening to music or watching videos on the web (62.0%). Less than half are reported to use social media sites such as Facebook and MySpace (46.5%) or as using email (44.3%). One in ten are reported to engage in internet banking or online shopping.

There are some differences in the reported purpose of internet usage by children based on State or Territory of residence. Children in Tasmania (80.1%) are reported significantly less likely to use the internet for educational activities than States such as NSW (93.5%), the ACT (92.9%) and the Northern Territory (92.2%). However, Tasmanian children were reported to be more likely to engage in social media (53.7%) than those in Queensland (42.8%), and were twice as likely to do their banking or shopping online (15.4%), than children in Queensland (7.4%) and South Australia (7.4%).

Remoteness also appears to be an important factor. Children in remote locations appear to use social media more than in major cities, at 55.8% and 45.4% respectively. However, they are significantly less likely to play online games (63.6%) than children in inner regional areas (75.0%), while both have a lower propensity to listen/download music or watch videos (55.1% and 56.0% respectively) than children in major cities (64.1%).

Household income only seems to be relevant when it comes to social media and online banking/shopping. Children in households with a gross income of \$120,001 or more are reported to be less likely to use social media (39.5%) than those in households earning \$80,000 or less. Meanwhile, children in households earning \$40,000 or less have a lower propensity to use online banking or shopping (5.7%) than other children.

Children in households that speak English at home are more likely to engage in social media (47.2%) or online games (70.0%) than those that predominately speak another language at home (38.5% and 59.2% respectively).

**Table 4-3 Activities children engage in while accessing the internet at home**

Does he/she access the internet at home for...?		Checking, sending, reading or writing email	Using social networking sites	Playing online games	Listen/download music or watch video clips /TV	Educational activities such as research or homework	Online banking or internet shopping	Any other activities
Total		44.3%	46.5%	69.2%	62.0%	91.1%	10.2%	2.7%
State	New South Wales	44.1%	49.2%	69.1%	61.4%	93.5%	11.8%	3.8%
	Victoria	43.3%	46.8%	66.5%	62.8%	90.1%	9.6%	2.0%
	Queensland	46.1%	42.8%	71.7%	61.3%	90.6%	7.4%	2.7%
	Tasmania	46.8%	53.7%	73.6%	61.7%	80.1%	15.4%	3.5%
	South Australia	43.1%	44.1%	66.7%	57.8%	89.7%	7.4%	2.0%
	Western Australia	42.4%	44.9%	70.7%	67.3%	90.2%	13.2%	1.5%
	Northern Territory	50.0%	49.0%	69.6%	59.8%	92.2%	10.8%	2.0%
	ACT	49.5%	46.7%	72.5%	60.4%	92.9%	10.4%	2.2%
Remoteness	Major Cities	44.9%	45.4%	68.1%	64.1%	91.8%	10.2%	3.4%
	Inner Regional	43.7%	48.5%	75.0%	56.0%	88.6%	10.0%	1.6%
	Outer Regional	42.7%	48.3%	65.9%	61.5%	92.5%	11.6%	0.6%
	Remote	39.5%	55.8%	63.6%	55.1%	87.3%	7.9%	0.0%
Gross household Income	Up to \$40,000	48.4%	51.2%	64.8%	63.2%	88.3%	5.7%	1.7%
	\$40,001 - \$80,000	44.3%	52.0%	72.2%	61.1%	90.4%	10.7%	2.7%
	\$80,001 - \$120,000	41.9%	44.3%	69.0%	59.2%	90.8%	10.7%	4.2%
	\$120,001 or more	43.5%	39.5%	71.2%	66.2%	93.1%	10.5%	1.5%
Language	English	44.2%	47.2%	70.0%	62.5%	91.0%	10.4%	2.9%
	Non-English	45.7%	38.5%	59.2%	56.3%	92.4%	8.7%	0.8%

**Table 4-4 Activities children engage in while accessing the internet at home – By age and sex**

Does he/she access the internet at home for...?		Checking, sending, reading or writing email	Using social networking sites	Playing online games	Listen/download music or watch video clips /TV	Educational activities such as research or homework	Online banking or internet shopping	Any other activities
Total		44.3%	46.5%	69.2%	62.0%	91.1%	10.2%	2.7%
Age	5 years	0.3%	2.9%	83.1%	37.3%	75.6%	1.3%	0.0%
	6 years	7.0%	4.8%	83.0%	24.5%	74.7%	0.0%	5.7%
	7 years	8.1%	3.7%	92.6%	25.3%	84.4%	0.0%	1.8%
	8 years	15.0%	6.9%	86.1%	27.3%	81.1%	2.4%	6.5%
	9 years	25.2%	17.5%	86.5%	47.8%	95.7%	6.6%	2.2%
	10 years	30.5%	23.9%	85.4%	48.5%	95.1%	3.4%	0.5%
	11 years	42.2%	40.3%	79.5%	65.0%	93.9%	2.2%	3.0%
	12 years	46.1%	47.5%	69.5%	71.0%	96.5%	3.5%	3.0%
	13 years	61.5%	64.6%	59.7%	74.9%	98.1%	9.6%	3.8%
	14 years	63.1%	74.5%	51.7%	82.9%	97.3%	12.0%	2.9%
	15 years	68.9%	83.0%	52.4%	87.1%	94.9%	23.4%	1.9%
16 years	77.9%	85.8%	45.8%	84.9%	94.8%	28.2%	2.1%	
17 years	81.7%	92.6%	48.5%	88.6%	85.1%	28.6%	1.7%	
Sex	Boy	37.6%	43.6%	77.4%	60.2%	89.3%	12.7%	2.8%
	Girl	51.5%	49.7%	60.2%	64.0%	93.1%	7.6%	2.7%

Age tended to influence the sorts of activities that children are reported to undertake online. While 15 year olds are not reported as using the internet for email (0.3%) the email rate rises to a quarter (25.2%) at 9 years of age, nearly half (46.1%) at 12 years, slightly over two-thirds (68.9%) at 15 years and just over four-fifths (81.7%) by the age of 17 years. There is a very similar trend when it comes to social media, rising from 2.9% at 5 years to 92.6% at 17 years.

Use of the internet to listen/download music also increases with age, from 37.3% to 88.6% between the ages of 5 years and 17 years, as does internet banking/shopping (from 1.3% to 28.6%).

Meanwhile, the incidence of playing online games decreases with age. 83.1% of 5 year olds play games online, which peaks at 92.6% at 7 years of age. In contrast, just 45.8% of 16 year olds participate in online games.

Sex is also an important factor. One in two girls use the internet for email purposes (51.5%), compared to just over one third of boys (37.6%). However, boys are more likely to engage in playing online games (77.4%) and internet banking or shopping (12.7%), than girls (60.2% and 7.6% respectively).

### **4.3 Time Spent on the Internet**

More than half of Australian children (56.8%) are reported to spend between 1 and 5 hours per week on the internet at home. That decreases to 21.3% for 6-10 hours of internet access and 10.9% for 11-15 hours.

In general there is little difference in the average time spent on the internet by locality of children. However, the Northern Territory (26.1%) and ACT (25.0%) did report a higher incidence of children in the 6-10 hours per week bracket than South Australia (17.6%). South Australia reported higher proportions of children using the internet between 11-15 hours and 16-20 hours.

There was minimal variation in time spent online reported for children from different, remoteness areas, household income bands or grouped by main language spoken at home (English/non English).

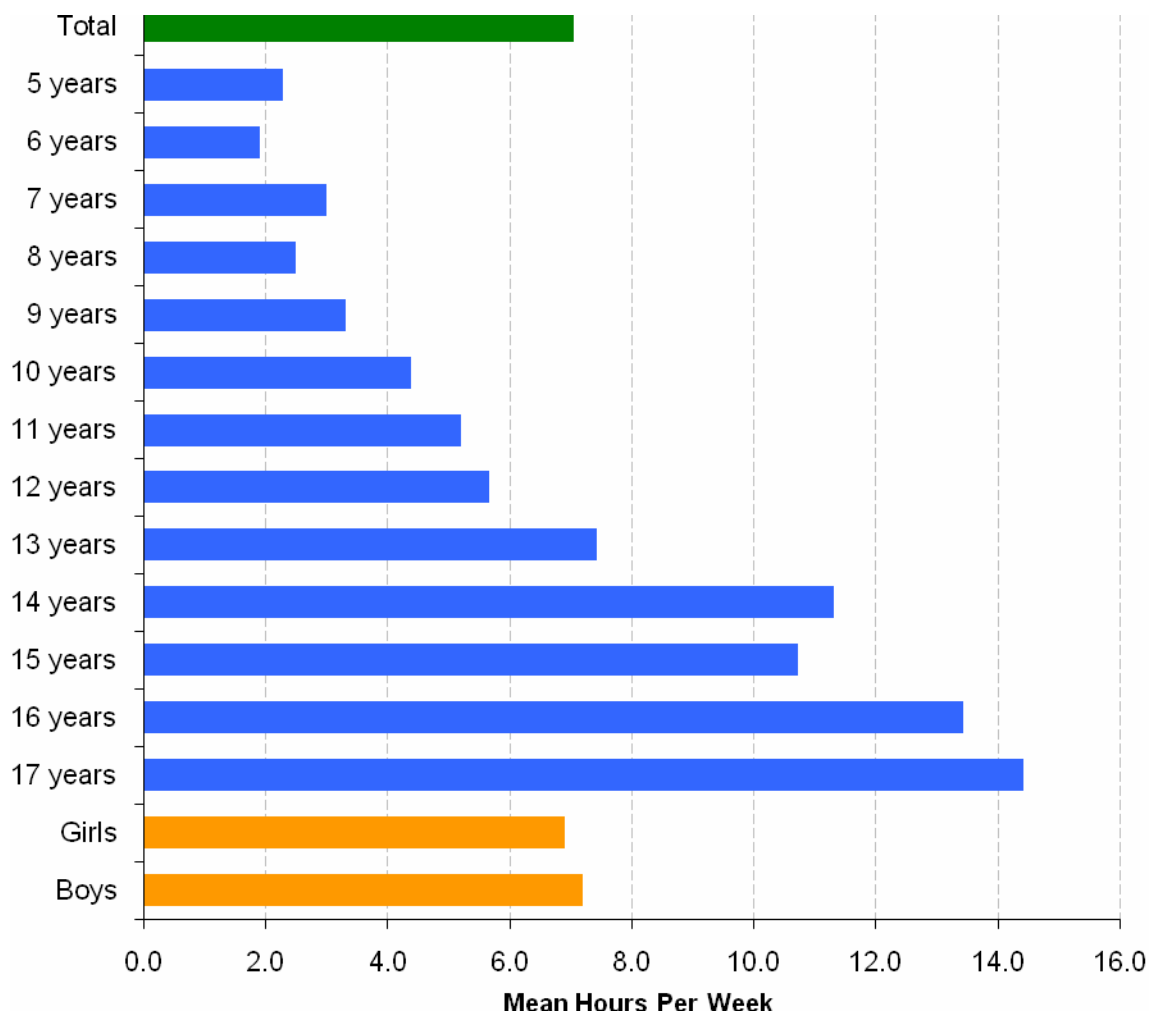
**Table 4-5 Time spent on the internet each week**

Approximately how many hours per week does your child usually access the internet at home?		Less than 1hr	1-5 hrs	6-10 hrs	11-15 hrs	16-20 hrs	21-25 hrs	26-30 hrs	31-40 hrs	41 hrs or more	Mean hours
Total		1.3%	56.8%	21.3%	10.9%	4.5%	2.1%	2.0%	0.6%	0.5%	7.1
State	New South Wales	1.2%	56.5%	21.6%	11.8%	3.6%	2.1%	2.4%	0.5%	0.3%	6.9
	Victoria	1.0%	59.4%	19.2%	10.5%	4.5%	2.1%	2.7%	0.2%	0.4%	7.0
	Queensland	1.0%	56.8%	21.8%	9.5%	5.3%	2.4%	1.5%	1.0%	0.7%	7.1
	Tasmania	2.1%	55.3%	27.7%	8.5%	4.3%	2.1%	0.0%	0.0%	0.0%	6.6
	South Australia	2.7%	53.4%	17.6%	12.2%	6.8%	2.7%	1.4%	2.7%	0.7%	7.9
	Western Australia	1.5%	54.6%	23.9%	11.7%	4.4%	1.5%	1.5%	0.5%	0.5%	6.9
	Northern Territory	0.0%	56.5%	26.1%	8.7%	4.3%	4.3%	0.0%	0.0%	0.0%	6.9
	ACT	3.1%	56.3%	25.0%	9.4%	3.1%	0.0%	0.0%	0.0%	3.1%	7.2
Remoteness	Major Cities	1.2%	54.4%	21.5%	11.5%	5.2%	2.3%	2.5%	0.9%	0.6%	7.5
	Inner Regional	1.2%	61.8%	20.2%	9.5%	3.7%	2.2%	0.7%	0.5%	0.0%	6.1
	Outer Regional	0.5%	64.2%	21.6%	9.5%	1.6%	1.1%	1.1%	0.0%	0.5%	6.1
	Remote	6.7%	57.8%	20.0%	13.3%	0.0%	0.0%	2.2%	0.0%	0.0%	5.8
H'hold Income	Up to \$40,000	0.8%	54.2%	16.5%	15.7%	2.8%	5.6%	2.0%	2.0%	0.4%	8.1
	\$40,001 - \$80,000	1.3%	54.0%	22.1%	10.5%	6.7%	2.0%	2.0%	1.0%	0.3%	7.6
	\$80,001 - \$120,000	1.8%	59.4%	22.1%	9.0%	3.5%	1.4%	2.1%	0.4%	0.4%	6.4
	\$120,001 or more	1.0%	59.5%	21.4%	10.4%	3.7%	1.0%	2.2%	0.2%	0.5%	6.5
Language	English	1.2%	56.9%	21.7%	10.4%	4.6%	1.9%	2.0%	0.8%	0.5%	7.0
	Non-English	1.9%	55.6%	15.0%	16.9%	3.8%	5.0%	1.9%	0.0%	0.0%	7.3

Age, however, appears to play a role in how long children spend on the internet. Younger children tend to spend less time on the internet. 91.1% of 5 year olds spend 5 hours or less online each week, compared to 18.9% of 17 year olds. Meanwhile, 8.9% of 5 year olds spend 6-20 hours on the internet each week, which is significantly lower than the 60.7% of 17 year olds. In fact, 13.6% of 17 year olds spend in excess of 25 hours per week online.

Figure 4.1 below demonstrates the variation with average hours reported to be spent on the internet per week and age of the child. However a low association was identified with sex of the child.

**Figure 4-1: Average Hours Spent on Internet Each Week – By Age and Sex**



**Table 4-6 Time spent on the internet each week – By age and sex**

Approximately how many hours per week does your child usually access the internet at home?		Less than 1hr	1-5 hrs	6-10 hrs	11-15 hrs	16-20 hrs	21-25 hrs	26-30 hrs	31-40 hrs	41 hrs or more	Mean hours
Total		1.3%	56.8%	21.3%	10.9%	4.5%	2.1%	2.0%	0.6%	0.5%	7.1
Age	5 years	7.6%	83.5%	8.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3
	6 years	1.5%	97.0%	0.8%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9
	7 years	1.4%	88.5%	5.8%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0
	8 years	3.0%	88.7%	6.8%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5
	9 years	1.4%	83.7%	12.1%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3
	10 years	0.0%	74.4%	17.8%	5.6%	1.1%	0.0%	0.6%	0.6%	0.0%	4.4
	11 years	2.1%	65.2%	23.4%	5.7%	3.5%	0.0%	0.0%	0.0%	0.0%	5.2
	12 years	2.6%	57.9%	28.9%	8.9%	1.6%	0.0%	0.0%	0.0%	0.0%	5.7
	13 years	0.6%	48.2%	31.3%	12.7%	4.2%	2.4%	0.6%	0.0%	0.0%	7.4
	14 years	0.0%	29.0%	30.6%	21.0%	7.0%	4.3%	5.4%	1.1%	1.6%	11.3
	15 years	0.0%	30.0%	32.4%	17.6%	12.9%	3.3%	1.4%	1.9%	0.5%	10.7
16 years	0.0%	18.3%	29.4%	25.0%	8.9%	7.8%	7.2%	1.7%	1.7%	13.4	
17 years	0.0%	18.9%	25.8%	22.0%	12.9%	6.8%	9.1%	3.0%	1.5%	14.4	
Sex	Boy	1.0%	56.0%	22.0%	10.4%	5.1%	1.9%	2.3%	0.6%	0.8%	7.2
	Girl	1.5%	57.6%	20.3%	11.4%	4.0%	2.4%	1.8%	0.8%	0.1%	6.9

## 5 Cyber-safety and Protection of Children

### 5.1 Awareness and concerns of parents

Nearly half of Australian parents (46.1%) feel that they are well informed about cyber-safety issues. Another third feel 'some-what informed', while about one in twenty indicated that they were not informed on this issue.

There is some variation based on State or Territory, with ACT parents reporting the highest rate of being 'well informed' (54.5%) and parents in the Northern Territory the lowest (39.1%).

Remoteness does however play a much bigger role. Nearly half of the parents living in major cities or inner regional areas feel that they are well informed about cyber-safety issues. That compares to just a third of parents in outer regional areas (35.2%) and a quarter of those in remote areas (26.7%).

While gross household income appears to have limited impact on parents' level of knowledge about cyber-safety issues, language spoken at home does. In general, parents in households that predominately speak English at home tend to be more informed than those in households that speak other languages.

When it comes to the highest educational attainment of parents, there does not appear to be a clear association. That said, parents with a postgraduate certificate/diploma (59.8%) or a graduate degree (50.0%) are significantly more likely to be 'well informed' on issues of cyber-safety. Parents with no higher than a Year 10 education (19.5%) or a certificate (19.2%) have a higher propensity to be 'slightly informed' than parents with a postgraduate certificate/diploma (7.4%). Those with a Year 10 education or lower are the most likely to indicate that they are uninformed (6.0%).

**Table 5-1 Parents' level of knowledge about cyber-safety issues**

Level of knowledge		Well informed	Some what informed	Slightly informed	Not informed	Don't know
Total		46.1%	33.2%	15.9%	4.4%	0.3%
State	New South Wales	44.6%	31.2%	19.7%	4.1%	0.5%
	Victoria	49.4%	28.6%	15.2%	6.0%	0.8%
	Queensland	43.3%	38.4%	14.1%	4.1%	0.0%
	Tasmania	45.8%	39.6%	12.5%	2.1%	0.0%
	South Australia	48.6%	34.2%	13.0%	4.1%	0.0%
	Western Australia	46.3%	37.6%	12.2%	3.9%	0.0%
	Northern Territory	39.1%	39.1%	21.7%	0.0%	0.0%
	ACT	54.5%	30.3%	12.1%	3.0%	0.0%
Remoteness	Major Cities	47.2%	31.3%	15.5%	5.6%	0.4%
	Inner Regional	49.6%	34.2%	14.7%	1.5%	0.0%
	Outer Regional	35.2%	38.9%	22.3%	2.6%	1.0%
	Remote	26.7%	53.3%	15.6%	4.4%	0.0%
Household Income	Up to \$40,000	41.0%	30.1%	19.7%	8.8%	0.4%
	\$40,001 - \$80,000	44.8%	33.6%	16.7%	4.4%	0.5%
	\$80,001 - \$120,000	47.4%	32.6%	17.0%	3.0%	0.0%
	\$120,001 or more	49.6%	33.7%	12.9%	3.7%	0.0%
Language	English	46.7%	33.8%	15.3%	3.9%	0.2%
	Non-English	39.6%	25.2%	23.9%	10.1%	1.3%
Educational Attainment	Year 10 or below	42.6%	31.9%	19.5%	6.0%	0.0%
	Year 12 or below	46.5%	33.1%	15.2%	4.5%	0.3%
	Certificate	39.0%	36.7%	19.2%	4.6%	0.6%
	Diploma	44.1%	34.9%	17.4%	3.6%	0.0%
	Bachelor Degree	48.1%	34.0%	13.0%	4.8%	0.0%
	Graduate Dip/Cert	59.8%	31.1%	7.4%	1.6%	0.0%
	Postgrad. Degree	50.0%	26.7%	16.6%	4.1%	0.5%

The age and sex of the child appear to play a lesser role in variations in the level of knowledge parents have in relation to cyber-safety. The most notable difference is that parents of 5 year old children have a greater propensity to be uninformed about cyber-safety issues (13.6%), while those with 7 year old children have a greater probability to fall in the 'slightly informed' category compared to other age groups.

The incidence of parents being 'well informed' about cyber-safety issues appears to be quite close to the average for all children age and sex brackets.

Overall the analysis indicates that approximately 80% of parents suggested they were well or somewhat informed about cyber safety issues irrespective of their characteristics. The exceptions were low household income groups, parents of children 8 years or less and parents with educational attainment of year 10 or below, where the proportion was closer to 70%.

**Table 5-2 Parent's level of knowledge about cyber-safety issues**

Level of knowledge		Well informed	Some what informed	Slightly informed	Not informed	Don't know
Total		46.1%	33.2%	15.9%	4.4%	0.3%
Age of Child	5 years	44.4%	29.6%	12.3%	13.6%	0.0%
	6 years	43.7%	32.6%	17.0%	6.7%	0.0%
	7 years	39.1%	27.5%	25.4%	8.0%	0.0%
	8 years	39.4%	34.8%	18.9%	6.8%	0.0%
	9 years	48.6%	36.6%	12.0%	1.4%	1.4%
	10 years	45.8%	33.0%	20.1%	1.1%	0.0%
	11 years	49.3%	36.6%	10.6%	3.5%	0.0%
	12 years	46.6%	32.5%	17.8%	2.1%	1.0%
	13 years	49.1%	31.7%	13.8%	5.4%	0.0%
	14 years	48.7%	32.6%	16.0%	2.7%	0.0%
	15 years	44.1%	36.5%	13.3%	4.7%	1.4%
	16 years	47.8%	32.2%	16.1%	3.9%	0.0%
	17 years	48.9%	31.6%	15.0%	4.5%	0.0%
Sex of Child	Boy	47.7%	32.6%	15.1%	4.0%	0.6%
	Girl	44.5%	33.5%	16.9%	5.0%	0.1%

A third of parents whose children have accessed the internet from home in the last 12 months are 'very concerned' about the safety risks (32.7%), while another third fall in the category of being 'fairly' concerned' (38.8%).

There is some disparity based on State and Territories, with parents in Western Australia (38.0%) and the Northern Territory (37.5%) more likely to be 'very concerned' than those in Queensland (28.6%) and Tasmania (29.2%). Meanwhile, parents in the ACT (34.4%) and Victoria (32.9%) are the most likely to have little or no concern about safety risks.

Parents in remote areas are also more likely to be concerned about cyber-safety risks, with half (48.9%) falling in the 'very concerned' bracket. As too are parents in households that predominately speak languages other than English (47.8%).

The education attainment of parents appears to be less significant in influencing the level of concern, although parents who left school in Year 10 or earlier are slightly more likely to be 'very concerned' (37.9%) than those with a postgraduate degree (29.5%).

The level of household income does not appear to have any notable effect on variation in the level of parents' concern.

**Table 5-3 Parents' level of concern about safety risks**

Level of concern		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know
Total		32.7%	38.8%	21.9%	6.7%	0.0%
State	New South Wales	34.5%	38.3%	21.1%	6.1%	0.0%
	Victoria	30.3%	36.5%	24.9%	8.0%	0.2%
	Queensland	28.6%	42.7%	21.6%	7.0%	0.0%
	Tasmania	29.2%	43.8%	20.8%	6.3%	0.0%
	South Australia	37.0%	39.7%	18.5%	4.8%	0.0%
	Western Australia	38.0%	36.1%	19.5%	6.3%	0.0%
	Northern Territory	37.5%	37.5%	20.8%	4.2%	0.0%
	ACT	28.1%	37.5%	28.1%	6.3%	0.0%
Remoteness	Major Cities	33.3%	38.1%	22.2%	6.3%	0.1%
	Inner Regional	29.4%	42.1%	22.2%	6.2%	0.0%
	Outer Regional	30.2%	38.5%	20.8%	10.4%	0.0%
	Remote	48.9%	31.1%	13.3%	6.7%	0.0%
Household Income	Up to \$40,000	35.6%	34.0%	21.6%	8.4%	0.4%
	\$40,001 - \$80,000	34.6%	37.9%	20.9%	6.6%	0.0%
	\$80,001 - \$120,000	30.4%	42.3%	21.9%	5.3%	0.0%
	\$120,001 or more	30.4%	38.4%	24.0%	7.2%	0.0%
Language	English	31.3%	40.1%	22.0%	6.7%	0.0%
	Non-English	47.8%	23.9%	20.8%	6.9%	0.6%
Educational Attainment	Year 10 or below	37.9%	33.2%	21.5%	7.4%	0.0%
	Year 12 or below	33.3%	39.3%	20.3%	7.1%	0.0%
	Certificate	30.4%	39.8%	21.8%	7.7%	0.3%
	Diploma	32.8%	42.6%	21.5%	3.1%	0.0%
	Bachelor Degree	30.8%	40.1%	22.3%	6.9%	0.0%
	Graduate Dip/Cert	33.9%	42.1%	19.8%	4.1%	0.0%
	Postgraduate Degree	29.5%	35.9%	26.3%	8.3%	0.0%

Concern about the safety risks associated with the internet appears to peak around the end of primary school and beginning of high school. Half of the Australian parents whose 12 year old children have accessed the internet from home in the last 12 months are 'very concerned' compared to 25.0% of parents with 5 year old children and 22.6% of parents with 17 year old children.

Interestingly, it was parents of children aged 5 years (17.5%), 8 years (12.1%) and 17 years (12.8%) that had a higher propensity to be 'not at all concerned' about cyber-safety risks, while those with children aged 12 years (2.6%) and 14 years (3.8%) that had the lowest propensity.

**Table 5-4 Parents' level of concern about safety risks – By age and sex**

Level of concern		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know
Total		32.7%	38.8%	21.9%	6.7%	0.0%
Age of Child	5 years	25.0%	23.8%	33.8%	17.5%	0.0%
	6 years	34.3%	33.6%	24.6%	6.7%	0.7%
	7 years	38.4%	37.7%	18.1%	5.8%	0.0%
	8 years	29.5%	26.5%	31.8%	12.1%	0.0%
	9 years	40.0%	35.0%	17.1%	7.9%	0.0%
	10 years	29.6%	48.0%	17.9%	4.5%	0.0%
	11 years	40.8%	40.1%	13.4%	5.6%	0.0%
	12 years	47.9%	36.3%	13.2%	2.6%	0.0%
	13 years	33.9%	42.3%	18.5%	5.4%	0.0%
	14 years	33.3%	44.6%	18.3%	3.8%	0.0%
	15 years	21.0%	43.8%	30.0%	5.2%	0.0%
	16 years	25.6%	42.8%	25.0%	6.7%	0.0%
	17 years	22.6%	34.6%	30.1%	12.8%	0.0%
Sex of Child	Boy	33.5%	38.0%	22.1%	6.3%	0.1%
	Girl	31.7%	39.7%	21.6%	7.0%	0.0%

## 5.2 Preventative measures in the home

Most parents with children accessing the internet reported that they have spoken to their children about the risks of being online (84.2%) and have implemented measures or rules to minimise those risks (80.3%).

There was some variation across States; with Victorian parents (79.8%) slightly less likely to have spoken to their children about cyber-safety risks than their counterparts in Queensland (87.6%), Tasmania (87.5%) and the ACT (87.5%).

There was also a marginally lower incidence of safety measures and rules implemented in the homes of South Australian children (76.9%) than in those of ACT (84.4%) and New South Wales (83.0%) children.

There appears to be no differentiation based on remoteness on whether parents have spoken to their children or taken preventative measures, nor based on gross household income.

Households that predominately speak English had a higher propensity to have implemented safety measures or rules (81.0%) than those that don't (73.0%). While parents with bachelor degrees are the least likely to have spoken to their children about cyber-safety risks (79.3%), but the most likely to have implemented some preventative measures or rules (85.1%).

**Table 5-5 Discussions and measures to prevent risks**

Preventing risks		Spoken about risks		Measures or rules	
		Yes	No	Yes	No
Total		84.2%	15.8%	80.3%	19.7%
State	New South Wales	85.3%	14.7%	83.0%	17.0%
	Victoria	79.8%	20.2%	78.6%	21.4%
	Queensland	87.6%	12.4%	80.8%	19.2%
	Tasmania	87.5%	12.5%	77.6%	22.4%
	South Australia	82.3%	17.7%	76.9%	23.1%
	Western Australia	84.4%	15.6%	77.1%	22.9%
	Northern Territory	84.0%	16.0%	80.0%	20.0%
	ACT	87.5%	12.5%	84.4%	15.6%
Remoteness	Major Cities	83.7%	16.3%	79.8%	20.2%
	Inner Regional	84.3%	15.7%	83.6%	16.4%
	Outer Regional	88.1%	11.9%	77.6%	22.4%
	Remote	82.2%	17.8%	77.8%	22.2%
Household Income	Up to \$40,000	82.4%	17.6%	78.4%	21.6%
	\$40,001 to \$80,000	86.1%	13.9%	79.2%	20.8%
	\$80,001 to \$120,000	83.9%	16.1%	81.9%	18.1%
	\$120,001 or more	83.6%	16.4%	83.6%	16.4%
Language	English	84.6%	15.4%	81.0%	19.0%
	Non-English	80.5%	19.5%	73.0%	27.0%
Educational Attainment	Year 10 or below	88.6%	11.4%	75.8%	24.2%
	Year 12 or below	81.3%	18.8%	78.6%	21.4%
	Certificate	89.7%	10.3%	78.2%	21.8%
	Diploma	85.6%	14.4%	81.5%	18.5%
	Bachelor Degree	79.3%	20.7%	85.1%	14.9%
	Graduate Dip/Cert	80.2%	19.8%	77.7%	22.3%
	Postgraduate Degree	84.3%	15.7%	84.8%	15.2%

Age of the child was associated strongly with the steps parents have taken to prevent cyber-safety risks. The older children are, the more likely their parents have spoken to them about the risks. The incidence increased from 27.8% at 5 years of age to 55.6% at 6 years, 85.8% at 9 years and 97.0% at 13 years.

Meanwhile, the propensity of parents to implement preventative measures of rules appears to peak at the age of 10 years (93.3%), before decreasing to a low of 65.4% by the time children reach the age of 17 years.

**Table 5-6 Discussions and measures to prevent risks – By age and sex**

Preventing risks		Spoken about risks		Measures or rules	
		Yes	No	Yes	No
Total		84.2%	15.8%	80.3%	19.7%
Age of Child	5 years	27.8%	72.2%	75.0%	25.0%
	6 years	55.6%	44.4%	79.9%	20.1%
	7 years	52.9%	47.1%	76.3%	23.7%
	8 years	68.2%	31.8%	78.0%	22.0%
	9 years	85.8%	14.2%	84.4%	15.6%
	10 years	92.8%	7.2%	93.3%	6.7%
	11 years	92.2%	7.8%	90.1%	9.9%
	12 years	92.1%	7.9%	83.7%	16.3%
	13 years	97.0%	3.0%	85.6%	14.4%
	14 years	96.8%	3.2%	81.2%	18.8%
	15 years	94.8%	5.2%	75.4%	24.6%
	16 years	96.7%	3.3%	71.7%	28.3%
17 years	95.5%	4.5%	65.4%	34.6%	
Sex of Child	Boy	84.0%	16.0%	81.3%	18.7%
	Girl	84.4%	15.6%	79.3%	20.7%

There are a wide range of measures that Australian parents have taken up to help minimise cyber-safety risks, with the favoured being regularly installing and updating anti-virus software (74.8%). Nearly two thirds of parents also try to be near or with their child when on the internet (65.1%) and ensure the computer is located in an open area (63.8%). Close to half use internet filters (48.1%), while 42.1% use passwords and access controls.

There is little difference in the parental behaviour between States and Territories, with most quite close to average when it comes to the preventative measures used. Parents in the ACT are more likely to set up specific browsers for children (28.0%) than those in Tasmania (18.4%) and the Northern Territory (18.6%), while parents in Queensland (61.6%) and Tasmania (61.2%) are more likely to check the websites visited and email correspondences of their children than those in the Northern Territory (51.0%). Parents in Queensland (67.7%) and Tasmania (67.2%) also have a greater tendency to ensure the computer is located in an open space than parents in Western Australia (58.0%).

There are some points of divergence based on remoteness. Parents in inner regional areas (61.5%) are more likely to require that their children ask them before visiting websites, than parents in remote areas (50.0%). They are also more likely to be near or with their children while on the internet (70.1%), than their remoter counterparts (56.4%) or to use passwords/access controls to prevent unsupervised internet usage (47.2% and 29.5% respectively). Inner regional parents have the highest propensity to regularly install and update anti-virus software (81.6%), while remote locality based parents have the lowest incidence of child-specific browser use (15.9%).

Higher income households are more likely to require that children ask for permission before visiting websites than those earning \$40,000 or less (49.0%). The incidence of measures such as regularly installing and updating anti-virus software, being nearby or sitting with the child while they are online and checking the websites visited or emails of the child also increased with gross household income. Households earning less than \$40,000 are also the least likely to use passwords or access controls to prevent unsupervised internet use (35.6%).

Households that predominately speak English have a higher propensity for implementing most of the various forms of preventative measures, while the highest educational attainment of parents also had an impact. The main differences of note are that parents with a graduate diploma/certificate are the least likely to block personal information from being posted or emailed out (30.7%) and to check the websites visited and emails sent/received by their child (45.8%), while parents who left school in Year 10 or prior are the least likely to set up child-specific browsers (15.8%). Parents with university degrees are significantly more likely to be near or with the child while on the internet than those that left school in Years 11 or 12 (60.8%). Parents with a diploma (50.6%) are the most likely to use passwords/access controls.

**Table 5-7 Internet safety measures used**

Measure	Total	State								Remoteness			
	-	NSW	VIC	QLD	TAS	SA	WA	NT	ACT	Major Cities	Inner Region	Outer Region	Remote
Use of a filter to block inappropriate content coming in	48.1%	48.2%	47.3%	51.2%	45.8%	47.5%	43.9%	50.0%	51.1%	46.5%	54.3%	47.0%	46.2%
Blocking personal information from being posted or emailed out	38.8%	38.6%	39.4%	41.1%	36.3%	38.2%	35.6%	33.3%	37.4%	37.8%	43.3%	36.4%	41.5%
Child needs to ask before visiting websites	56.5%	57.8%	53.0%	60.3%	57.7%	52.9%	55.1%	56.9%	59.9%	55.4%	61.5%	55.9%	50.0%
Setting up specific browsers for children	22.6%	21.6%	23.2%	24.9%	18.4%	19.1%	22.9%	18.6%	28.0%	23.0%	22.4%	21.6%	15.9%
Regularly installing and updating anti-virus software	74.8%	76.5%	71.9%	76.8%	74.6%	72.1%	73.2%	77.5%	76.9%	73.0%	81.6%	74.2%	71.5%
Being nearby or sitting with the child while they are online	65.1%	66.9%	64.3%	66.0%	65.7%	63.2%	60.5%	63.7%	69.8%	63.9%	70.1%	65.8%	56.4%
Checking the websites visited or emails of the child	55.3%	53.0%	52.5%	61.6%	61.2%	53.4%	56.6%	51.0%	59.9%	53.5%	59.9%	58.7%	53.5%
Ensure the computer is located in an open area	63.8%	64.0%	63.1%	67.7%	67.2%	60.8%	58.0%	65.7%	64.3%	62.3%	68.9%	63.5%	66.5%
Using passwords & access controls so child can't access without supervision	42.1%	42.9%	41.4%	44.1%	42.3%	43.1%	36.1%	38.2%	44.5%	41.3%	47.2%	40.2%	29.5%
Other	2.9%	3.1%	3.2%	1.7%	3.5%	2.0%	2.9%	6.9%	8.2%	3.0%	2.2%	3.0%	6.0%
None	0.3%	0.0%	0.5%	0.0%	0.5%	0.0%	1.5%	0.0%	1.1%	0.4%	0.0%	0.1%	0.0%

**Table 5-8 Internet safety measures used**

Measure	Gross Household Income				Language		Educational Attainment						
	Up to \$40,000	\$40,001 to \$80,000	\$80,001 to \$120,000	\$120,001 or more	English	Non-English	Year 10 or below	Year 12 or below	Cert.	Dip.	Bach. Degree	Grad. Dip./ Cert.	Grad. Degree
Use of a filter to block inappropriate content coming in	45.9%	48.2%	47.7%	48.4%	49.4%	33.7%	43.8%	49.3%	50.2%	52.4%	44.6%	47.8%	50.0%
Blocking personal information from being posted or emailed out	34.2%	38.0%	40.0%	39.9%	39.9%	26.7%	41.5%	41.0%	36.5%	41.3%	37.6%	30.7%	39.0%
Child needs to ask before visiting websites	49.0%	56.4%	56.0%	58.7%	57.0%	50.6%	52.5%	57.8%	53.2%	60.9%	59.4%	54.7%	57.2%
Setting up specific browsers for children	18.0%	24.1%	23.0%	22.5%	22.9%	18.8%	15.8%	22.9%	22.7%	27.2%	22.4%	26.1%	24.5%
Regularly installing and updating anti-virus software	69.7%	70.3%	74.4%	77.7%	75.7%	63.8%	71.0%	73.2%	73.8%	75.5%	78.5%	70.6%	79.1%
Being nearby or sitting with the child while they are online	58.5%	62.9%	65.0%	66.9%	66.1%	53.8%	57.5%	63.8%	63.5%	68.4%	72.0%	59.8%	69.0%
Checking the websites visited or emails of the child	44.8%	54.1%	55.7%	56.5%	56.2%	44.1%	53.3%	57.9%	52.8%	55.9%	55.9%	45.8%	59.5%
Ensure the computer is located in an open area	62.7%	61.7%	63.4%	64.1%	64.3%	57.6%	62.6%	60.8%	57.1%	64.0%	70.7%	62.5%	70.8%
Use passwords/access controls so child can't access without supervision	35.6%	43.7%	41.8%	40.9%	42.4%	37.7%	38.0%	40.9%	38.8%	50.6%	42.1%	40.1%	49.1%
Other	2.7%	3.2%	2.9%	2.3%	2.9%	2.5%	1.9%	3.1%	1.7%	2.7%	3.8%	4.1%	2.7%
None	0.5%	0.4%	0.2%	0.2%	0.2%	1.3%	0.3%	0.5%	0.0%	0.7%	0.0%	0.0%	0.5%

When it comes to age of the child, it appears that the use of most internet safety measures peaks around the time that children are finishing primary school. The use of internet filters and the blocking of personal information from being posted both peak at the age of 11 years, at 63.5% and 49.2% respectively. Meanwhile, it is at 10 years of age that having children ask to visit website (77.5%), regularly installing and updating anti-virus software (87.1%), being near or with the child while online (85.4%), ensuring that the computer is in an open space (83.1%) and the use of passwords and access controls (54.8%) are most used. The checking of children's emails and the websites they visit (69.0%) appears to peak at 9 years of age.

Generally, the incidence of these preventative measures is lowest when the child is 17 years old. For example, only 20.8% of 17 year olds are required to ask before viewing websites and only 16.5% have to contend with passwords and access controls.

Sex of the child itself does not appear to have an association with determining the types of preventative measures used.

**Table 5-9 Internet safety measures used**

Measure	Age													Sex	
	5yrs	6 yrs	7 yrs	8 yrs	9 yrs	10 yrs	11 yrs	12 yrs	13 yrs	14 yrs	15 yrs	16 yrs	17 yrs	Boy	Girl
Use of a filter to block inappropriate content coming in	38.2%	40.4%	42.8%	46.9%	54.7%	56.4%	63.5%	52.1%	53.7%	49.3%	45.8%	38.2%	37.0%	51.0%	45.0%
Blocking personal information from being posted or emailed out	22.2%	34.3%	29.9%	40.6%	36.0%	47.2%	49.2%	47.6%	48.4%	44.8%	31.7%	30.7%	30.8%	39.6%	38.1%
Child needs to ask before visiting websites	70.6%	72.5%	64.1%	67.2%	73.8%	77.5%	70.2%	65.6%	55.2%	49.0%	35.5%	30.1%	20.8%	55.6%	57.6%
Setting up specific browsers for children	35.1%	36.9%	24.0%	28.4%	31.6%	29.3%	24.4%	23.5%	23.1%	20.5%	10.8%	10.7%	8.7%	21.3%	24.0%
Regularly installing and updating anti-virus software	65.9%	74.6%	72.2%	67.5%	79.8%	87.1%	81.2%	78.8%	78.4%	80.1%	70.6%	66.4%	61.1%	75.4%	74.1%
Being nearby or sitting with the child while they are online	68.6%	78.9%	68.7%	72.7%	76.0%	85.4%	69.8%	74.6%	65.6%	59.0%	49.4%	47.8%	37.1%	66.2%	64.1%
Checking the websites visited or emails of the child	42.2%	54.5%	53.5%	48.9%	69.0%	68.6%	67.3%	61.2%	61.1%	58.3%	45.3%	46.3%	35.1%	57.3%	53.2%
Ensure the computer is located in an open area	64.3%	68.2%	67.0%	62.6%	76.0%	83.1%	74.8%	66.7%	65.6%	56.4%	58.5%	45.4%	42.9%	64.1%	63.4%
Passwords/access controls so child can't access without supervision	47.3%	48.0%	50.8%	49.0%	48.0%	54.8%	54.1%	53.2%	40.5%	33.2%	33.5%	24.5%	16.5%	44.8%	39.1%
Other	1.5%	4.8%	1.2%	1.1%	2.0%	1.0%	3.9%	1.0%	1.1%	5.6%	4.0%	5.0%	4.1%	3.1%	2.7%
None	0.0%	0.0%	0.3%	0.0%	0.7%	0.0%	1.6%	0.0%	0.6%	0.1%	0.0%	0.0%	0.9%	0.3%	0.2%

### 5.3 Effectiveness of preventative strategies in the home

There appears to be a general consensus that being near or sitting with a child when they are online is the most effective measure to minimise risk. One third (32.5%) of parents who have implemented strategies indicated this was the most effective method. Ensuring the computer is located in an open area (15.4%) and using passwords or access controls (11.0%) were also deemed relatively effective as they allow parents some degree of supervision and control.

There were some diverging views across States and Territories. Parents in the Northern Territory were significantly less likely to nominate being near or with the child when online (21.1%) than parents in other States. However, Northern Territory parents had a stronger belief that requiring children to ask permission before visiting websites was effective than parents in Tasmania, at 15.8% and 5.4% respectively. Meanwhile, NSW parents (20.0%) had a greater tendency to feel that ensuring the computer was located in an open area is effective than Queensland parents (9.6%), while parents in Victoria (12.3%) and Queensland (11.7%) found passwords and access controls more effective than those in the ACT (3.7%).

It seems that parents in major cities were less likely to rate being near or with the child while online (31.6%) as the most effective preventative measure than parents in remote areas (39.4%).

Meanwhile, households with a gross income of \$40,000 or less had a slightly higher tendency to rate the use of internet filters as most effective (11.8%) and a slightly lower tendency to rate the requirement that children ask before visiting websites as most effective (6.2%), when compared to other income levels.

Parents in households that predominately speak English at home had a marginally higher propensity to find being close to their child while online (32.9%) as most effective, than those that speak other languages (27.4%). The opposite was true when it came to ensuring the computer is in an open area (15.0% and 19.7% respectively).

Parents with a graduate degree were markedly less likely to rate the use of internet filters (3.3%) or requiring their child to ask before visiting websites (5.5%) as the most effective safety measure than those with tertiary certificates (11.0% and 12.1% respectively). Parents with graduate degrees (40.1%) were, however, significantly more likely to find being near or with their child effective than those with graduate certificates/diplomas (24.2%).

**Table 5-10a Most effective measure to minimise risk by locality**

Measure	Total	State								Remoteness			
	-	NSW	VIC	QLD	TAS	SA	WA	NT	ACT	Major Cities	Inner Region	Outer Region	Remote
Use of a filter to block inappropriate content coming in	8.1%	7.5%	6.3%	10.5%	10.8%	8.0%	8.2%	10.5%	11.1%	7.8%	8.9%	7.4%	9.1%
Blocking personal information from being posted or emailed out	1.6%	1.5%	1.8%	2.1%	0.0%	0.9%	0.6%	5.3%	0.0%	1.9%	0.3%	1.4%	3.0%
Child needs to ask before visiting websites	9.3%	8.4%	9.4%	12.0%	5.4%	6.2%	9.5%	15.8%	7.4%	9.2%	8.0%	12.8%	12.1%
Setting up specific browsers for children	0.6%	0.5%	0.5%	0.9%	0.0%	0.9%	0.0%	0.0%	0.0%	0.6%	0.3%	1.4%	0.0%
Regularly installing and updating anti-virus software	5.3%	4.6%	4.7%	4.5%	2.7%	8.8%	7.6%	5.3%	7.4%	6.0%	3.3%	4.1%	6.1%
Being nearby or sitting with the child while they are online	32.5%	32.4%	32.3%	32.8%	35.1%	31.0%	34.2%	21.1%	37.0%	31.6%	35.1%	32.4%	39.4%
Checking the websites visited or emails of the child	7.0%	6.6%	3.7%	9.9%	5.4%	8.0%	9.5%	5.3%	7.4%	7.6%	6.0%	6.1%	3.0%
Ensure the computer is located in an open area	15.4%	20.0%	16.3%	9.6%	16.2%	13.3%	12.0%	15.8%	11.1%	16.4%	14.6%	10.8%	12.1%
Using passwords & access controls so child can't access without supervision	11.0%	10.4%	12.3%	11.7%	16.2%	11.5%	7.0%	10.5%	3.7%	10.7%	13.1%	8.8%	6.1%
Other	5.2%	3.1%	6.0%	5.4%	5.4%	8.0%	7.6%	10.5%	3.7%	3.6%	6.8%	12.2%	6.1%
None	5.2%	3.8%	5.2%	0.3%	2.7%	3.5%	1.9%	0.0%	3.7%	3.2%	3.6%	2.7%	3.0%

**Table 5-10b Most effective measure to minimise risk by Household Characteristics**

Measure	Gross Household Income				Language		Educational Attainment						
	Up to \$40,000	\$40,001 to \$80,000	\$80,001 to \$120,000	\$120,001 or more	English	Non-English	Year 10 or below	Year 12 or below	Cert.	Dip.	Bach. Degree	Grad. Dip./ Cert.	Grad. Degree
Use of a filter to block inappropriate content coming in	11.8%	7.8%	8.2%	6.6%	8.3%	6.0%	8.0%	9.4%	11.0%	8.8%	6.2%	10.5%	3.3%
Blocking personal information from being posted or emailed out	3.1%	1.9%	1.3%	0.9%	1.5%	1.7%	2.7%	1.1%	0.7%	0.0%	2.2%	2.1%	2.7%
Child needs to ask before visiting websites	6.2%	10.2%	9.1%	11.3%	9.5%	6.8%	8.9%	8.2%	12.1%	9.4%	10.9%	7.4%	5.5%
Setting up specific browsers for children	0.0%	0.6%	0.4%	1.2%	0.7%	0.0%	0.0%	0.0%	0.7%	1.3%	1.2%	1.1%	1.1%
Regularly installing and updating anti-virus software	6.2%	5.7%	3.7%	5.4%	5.0%	9.4%	5.3%	5.4%	5.9%	6.9%	4.4%	5.3%	4.9%
Being nearby or sitting with the child while they are online	33.3%	32.4%	32.2%	32.2%	32.9%	27.4%	31.6%	33.5%	28.2%	30.6%	35.5%	24.2%	40.1%
Checking the websites visited or emails of the child	7.2%	6.6%	7.8%	7.5%	7.2%	4.3%	7.1%	9.4%	6.6%	8.8%	4.0%	6.3%	5.5%
Ensure the computer is located in an open area	12.3%	16.1%	16.2%	13.7%	15.0%	19.7%	18.2%	12.8%	13.9%	11.9%	19.3%	16.8%	12.6%
Use passwords/access controls so child can't access without supervision	12.8%	10.8%	11.4%	10.1%	10.9%	12.0%	13.8%	12.2%	8.8%	11.9%	8.1%	10.5%	13.2%
Other	2.1%	3.8%	5.8%	7.8%	5.3%	3.4%	1.3%	4.8%	7.3%	6.3%	4.4%	8.4%	7.1%
None	3.1%	2.8%	3.7%	2.7%	3.0%	5.1%	1.8%	2.3%	4.4%	3.8%	2.8%	5.3%	3.3%

The age of a child seems to be associated with effectiveness of the particular preventative measure used. The usefulness of internet filters seems to peak at the age of 15 years (12.5%), while in case of requiring children to ask permission to visit websites it is 10 years (13.7%).

Meanwhile only 12.8% of parents with 17 year olds agreed that being near or with their child while online was effective, compared to 58.3% of parents with 5 year old children. Conversely, it was parents of 16 year olds (23.8%) and 17 year olds (18.6%) that felt ensuring the computer was located in an open area was most effective, in contrast to the 6.7% of parents with 5 year old children.

The effectiveness of passwords and access controls appears to peak at 9 years (17.5%), with only 5.8% of parents with 17 year old children rating it as the most effective safety method/

Again, there do not appear to be any notable differences based on sex of the child alone.

**Table 5-10c Most effective measure to minimise risk by Age and Sex of child**

Measure	Age													Sex	
	5yrs	6 yrs	7 yrs	8 yrs	9 yrs	10 yrs	11 yrs	12 yrs	13 yrs	14 yrs	15 yrs	16 yrs	17 yrs	Boy	Girl
Use of a filter to block inappropriate content coming in	8.3%	3.7%	5.7%	4.8%	5.8%	6.0%	9.5%	6.9%	8.3%	9.9%	12.5%	11.5%	9.3%	8.6%	7.7%
Blocking personal information from being posted or emailed out	1.7%	0.0%	2.9%	1.9%	0.0%	0.6%	0.8%	1.3%	2.1%	0.0%	3.8%	2.3%	3.5%	1.2%	2.1%
Child needs to ask before visiting websites	8.3%	8.3%	7.6%	15.4%	8.3%	13.7%	7.9%	10.1%	12.5%	8.6%	6.3%	6.2%	5.8%	8.1%	10.5%
Setting up specific browsers for children	0.0%	1.9%	2.9%	0.0%	0.0%	1.8%	0.8%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.5%
Regularly installing and updating anti-virus software	1.7%	3.7%	0.0%	2.9%	0.0%	1.8%	3.2%	3.1%	8.3%	9.3%	9.4%	10.0%	14.0%	5.4%	5.1%
Being nearby or sitting with the child while they are online	58.3%	53.7%	48.6%	44.2%	30.0%	39.9%	37.3%	32.7%	28.5%	18.5%	20.6%	16.2%	12.8%	33.6%	31.3%
Checking the websites visited or emails of the child	0.0%	0.0%	1.9%	7.7%	8.3%	2.4%	9.5%	5.7%	9.7%	15.2%	5.6%	10.0%	11.6%	7.5%	6.4%
Ensure the computer is located in an open area	6.7%	7.4%	15.2%	11.5%	23.3%	14.3%	9.5%	17.6%	11.8%	17.9%	16.9%	23.8%	18.6%	14.4%	16.5%
Passwords/access controls so child can't access without supervision	13.3%	13.9%	11.4%	6.7%	17.5%	13.7%	14.3%	14.5%	7.6%	7.3%	10.0%	7.7%	5.8%	11.2%	10.8%
Other	1.7%	7.4%	3.8%	0.0%	2.5%	3.6%	2.4%	6.3%	5.6%	7.9%	6.9%	6.2%	11.6%	5.8%	4.5%
None	0.0%	0.0%	0.0%	4.8%	3.3%	2.4%	3.2%	1.3%	1.4%	4.6%	6.9%	4.6%	5.8%	2.8%	3.5%

## 6 Cyber-safety incidents in the home

### 6.1 Prevalence of cybersafety or e-security incidents

All parents were asked if their children had experienced forms of cyber-safety or e-security problems in the last 12 months. Tables 6.1 -6.4 provide a summary of the issues that children have experienced in the last 12 months and present breakdowns by State/Territory, remoteness, age of child, parents' education level and main language spoken at home (English/non English).

17.4% of children have experienced at least one issue relating to cyber safety or e-security problems in the last 12 months. Analysis revealed the most frequently occurring issues are child accessing inappropriate websites (6.7%), child receiving threatening or bullying emails or SMS / instant messages (5.8%), and strangers making contact asking for his/her personal information (5%).

A much smaller (8%) of parents in Northern Territory suggested their child had experienced at least one issue relating to cyber safety or e-security problems in the last 12 months. A significant increase in the prevalence of online gambling was observed in ACT, when compared to other states and territories.

A significant increase in the incidents seems to occur in children aged 9 and also 13 to 17 years when compared to other age groups. An examination of the particular incidents by age group shows a number of significant differences. These differences related to receiving threatening or bullying emails or SMS, personal information posted on blogs or social networking websites, strangers making contact asking for his/her personal information, incurring a financial loss and engaging in online gambling.

Analysis shows that overall older children are more likely to have experienced these incidents. More specifically, teenage girls are reported to have the highest rate of experiencing bullying emails, bullying SMS or IMS and strangers making contact, whereas teenage boys are reported to have the highest rate of accessing inappropriate websites.

**Table 6-1: Prevalence of Cyber-safety Problems by Locality of Child**

In the last 12 months has he/she experienced any of the following problems...?		Bullying emails, SMS or IM	Personal info. posted	Stranger making contact	Inappropriate websites	Sexting	Incurring financial loss	Online gambling	Other	At least one	None
Total		5.8%	2.7%	5.0%	6.7%	2.0%	1.0%	0.3%	1.0%	17.4%	82.6%
State	New South Wales	5.3%	2.1%	5.0%	6.7%	1.5%	1.7%	0.9%	1.7%	17.2%	82.8%
	Victoria	6.0%	3.3%	6.2%	5.6%	1.6%	0.4%	0.0%	1.0%	16.9%	83.1%
	Queensland	6.3%	3.6%	5.8%	9.0%	3.6%	0.7%	0.0%	0.2%	20.5%	79.5%
	Tasmania	4.2%	2.1%	4.2%	6.3%	0.0%	0.0%	0.0%	2.0%	16.7%	83.3%
	South Australia	7.5%	2.7%	2.7%	6.1%	1.4%	2.0%	0.0%	0.0%	15.0%	85.0%
	Western Australia	4.4%	2.0%	2.9%	5.4%	2.0%	0.5%	0.0%	0.5%	15.1%	84.9%
	Northern Territory	4.2%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	8.0%	92.0%
	ACT	9.4%	3.1%	6.1%	9.4%	3.1%	0.0%	3.0%*	3.0%	21.9%	78.1%
Remoteness	Major Cities	5.7%	3.1%	4.4%	7.6%	1.9%	1.2%	0.5%	0.7%	17.5%	82.5%
	Inner Regional	6.2%	1.2%	6.2%	4.2%	2.0%	0.5%	0.0%	2.0%	16.4%	83.6%
	Outer Regional	5.2%	3.6%	6.3%	5.2%	3.1%	1.0%	0.0%	1.0%	18.2%	81.8%
	Remote	6.5%	4.3%	6.7%	8.7%	0.0%	0.0%	0.0%	0.0%	22.2%	77.8%

**Table 6-2: Prevalence of Cyber-safety Problems by Age of Child**

In the last 12 months has he/she experienced any of the following problems...?		Bullying emails, SMS or IM	Personal info. posted	Stranger making contact	Inappropriate websites	Sexting	Incurring financial loss	Online gambling	Other	At least one	None
Total		5.8%	2.7%	5.0%	6.7%	2.0%	1.0%	0.3%	1.0%	17.4%	82.6%
Age	5 years	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	5.0%	95.0%
	6 years	0.0%	1.5%	0.7%	5.2%	0.0%	0.0%	0.0%	0.7%	6.7%	93.3%
	7 years	0.0%	1.4%	2.2%	5.8%	0.0%	0.0%	0.0%	0.0%	8.0%	92.0%
	8 years	1.5%	0.0%	0.0%	5.3%	0.0%	0.0%	1.5%	0.0%	6.8%	93.2%
	9 years	4.3%	1.4%	5.0%	10.6%	2.1%	0.0%	0.0%	2.1%	16.3%	83.7%
	10 years	1.7%	1.1%	3.9%	5.6%	1.7%	0.0%	0.0%	1.7%	9.4%	90.6%
	11 years	8.5%	2.8%	4.9%	4.9%	2.8%	0.0%	0.0%	2.1%	18.3%	81.7%
	12 years	9.4%	2.6%	1.0%	5.8%	2.6%	0.5%	0.0%	2.1%	17.8%	82.2%
	13 years	6.6%	2.4%	8.3%	6.0%	3.6%	0.6%	0.0%	1.2%	21.0%	79.0%
	14 years	8.6%	1.1%	8.1%	9.1%	4.3%	2.1%	1.6%	0.0%	22.6%	77.4%
	15 years	5.7%	4.8%	8.1%	8.1%	1.4%	2.4%	0.0%	1.4%	26.2%	73.8%
	16 years	11.6%	7.8%	6.1%	6.7%	2.8%	3.3%	0.0%	0.0%	25.0%	75.0%
	17 years	10.5%	6.8%	11.4%	7.6%	3.8%	2.3%	1.5%	0.0%	30.3%	69.7%

**Table 6-3: Prevalence of Cyber-safety Problems by Age and Sex of Child for Main Problem Areas**

In the last 12 months has he/she experienced any of the following problems...?		Bullying emails, SMS or IM		Strangers making contact		Inappropriate websites		At least one	
		Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
Total		5.9%		4.6%		6.6%		17.4%	
Age of Child	5 years old	0.0%	0.0%	0.0%	0.0%	4.9%	5.3%	4.9%	5.3%
	6 years old	0.0%	0.0%	0.0%	1.4%	1.6%	6.9%	4.8%	9.7%
	7 years old	0.0%	0.0%	2.5%	3.4%	7.4%	3.5%	9.9%	6.9%
	8 years old	2.6%	0.0%	0.0%	0.0%	5.3%	5.4%	6.7%	5.4%
	9 years old	0.0%	9.1%	2.7%	6.1%	13.3%	7.6%	16.0%	16.7%
	10 years old	3.2%	0.0%	4.2%	3.5%	7.4%	3.5%	11.7%	7.1%
	11 years old	2.9%	15.3%	4.3%	5.6%	4.3%	5.6%	11.4%	25.0%
	12 years old	5.6%	14.5%	0.0%	2.4%	4.7%	7.2%	10.3%	27.7%
	13 years old	1.4%	10.6%	6.8%	9.6%	6.8%	5.4%	17.6%	23.7%
	14 years old	4.9%	13.3%	4.9%	12.0%	15.5%	1.2%	23.1%	21.7%
	15 years old	1.0%	11.2%	3.8%	13.1%	12.5%	3.7%	21.2%	31.8%
	16 years old	2.2%	20.0%	2.2%	10.0%	8.9%	4.4%	16.7%	33.3%
	17 years old	7.5%	13.6%	11.9%	10.6%	13.4%	1.5%	32.8%	28.8%
Total		2.6%	9.2%	3.4%	6.7%	8.5%	4.6%	14.9%	20.3%

Table 6.4 shows that reported incidence levels varied by the highest education level attained by the parent. Children of parents whose highest levels of education was a certificate, year 12 or below or year 10 or below, appear to have a greater likelihood of experiencing cyber-safety problems.

There was also a variance in reported prevalence of cyber-safety or e-security issues by main language spoken at home. Children where English was the main language spoken at home appear to be more likely to experience receiving threatening or bullying emails or SMS.

**Table 6-4 Prevalence of Cyber-safety Problems by Highest Education Attainment & Language spoken at home**

In the last 12 months has he/she experienced any of the following problems...?		Bullying emails, SMS or IM	Personal information posted	Strangers making contact	Inappropriate websites	Sexting	Incurring financial loss	Online gambling	Other	At least one	None
Total		5.8%	2.7%	5.0%	6.7%	2.0%	1.0%	0.3%	1.0%	17.4%	82.6%
Education	Year 10 or below	7.7%	4.0%	6.7%	4.7%	3.0%	1.3%	0.0%	1.0%	17.1%	82.9%
	Year 12 or below	7.6%	2.7%	4.5%	6.9%	2.5%	0.2%	0.0%	0.9%	18.6%	81.4%
	Certificate	7.2%	2.0%	5.2%	4.9%	2.0%	1.1%	0.9%	1.1%	18.1%	81.9%
	Diploma	5.6%	2.1%	4.6%	8.2%	2.1%	1.0%	1.0%	1.0%	18.5%	81.5%
	Bachelor Degree	2.7%	2.9%	4.8%	8.2%	0.8%	1.3%	0.0%	0.8%	16.1%	83.9%
	Graduate Dip/Cert	5.7%	4.1%	6.6%	5.0%	3.3%	0.0%	0.0%	0.8%	17.2%	82.8%
	Postgraduate Degree	2.3%	1.8%	3.2%	9.3%	0.9%	2.3%	0.9%	0.9%	15.2%	84.8%
Language	English	6.0%	2.7%	5.0%	6.9%	2.2%	1.0%	0.4%	1.1%	18.1%*	81.9%
	Non English	2.5%	3.1%	4.4%	5.0%	0.6%	1.3%	0.0%	0.0%	10.1%	89.9%

## 6.2 The most recent cyber-safety or e-security incident

Those parents that reported that their child had experienced a form of cyber-safety or e-security problem in the last 12 months were asked a follow-up question with regard to the most recent incident. Table 6.5 provides a summary of responses broken down by State/Territory, remoteness and age of child.

The most frequent recently occurring issues were children accessing inappropriate websites (29.6%), receiving threatening or bullying emails or SMS / instant messages (24.8%), and strangers making contact asking for his/her personal information (21.6%).

The concentrations of “most recent” incidents of children receiving threatening or bullying emails were for ages 11, 12 and 16. For children aged 5 to 9 the most recent incidents were largely viewing inappropriate web sites.

13 year olds were reported as having the highest proportion of the most recent incident as involving strangers making contact.

**Table 6-5 : Most Recent Incident by Locality of Child**

What was the most recent incident that he/she experienced ...?		Bullying emails, SMS or IM	Personal info. posted	Strangers making contact	Inappropriate websites	Sexting	Incurring financial loss	Online gambling	Other	None of the above
Total		24.8%	7.8%	21.6%	29.6%	6.3%	4.7%	1.0%	2.4%	1.7%
State	New South Wales	22.6%	2.8%	22.6%	31.1%	2.8%	7.5%	2.8%	5.7%	1.9%
	Victoria	27.0%	10.8%	29.7%	25.7%	2.7%	1.4%	0.0%	0.0%	2.7%
	Queensland	22.2%	8.6%	18.5%	34.6%	12.3%	3.7%	0.0%	0.0%	0.0%
	Tasmania	28.6%	0.0%	28.6%	42.9%	0.0%	0.0%	0.0%	0.0%	0.0%
	South Australia	42.9%	9.5%	4.8%	28.6%	4.8%	9.5%	0.0%	0.0%	0.0%
	Western Australia	23.3%	13.3%	20.0%	23.3%	10.0%	3.3%	0.0%	3.3%	3.3%
	Northern Territory	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	ACT	25.0%	10.5%	12.5%	25.0%	12.5%	0.0%	0.0%	0.0%	12.5%
Remoteness	Major Cities	23.8%	8.4%	18.5%	33.0%	4.8%	6.2%	1.3%	2.6%	1.3%
	Inner Regional	34.5%	1.7%	29.3%	24.1%	6.9%	0.0%	0.0%	0.0%	3.4%
	Outer Regional	15.2%	15.2%	27.3%	15.2%	15.2%	6.1%	0.0%	6.1%	0.0%
	Remote	30.0%	0.0%	30.0%	30.0%	0.0%	4.9%	0.0%	0.0%	10.0%

**Table 6-6: Most recent incident by Age of the Child**

What was the most recent incident that he/she experienced ...?		Bullying emails, SMS or IM	Personal info. posted	Strangers making contact	Inappropriate websites	Sexting	Incurring financial loss	Online gambling	Other	None of the above
Total		24.8%	7.8%	21.6%	29.6%	6.3%	4.7%	1.0%	2.4%	1.7%
Age	5 years	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	6 years	0.0%	11.1%	0.0%	77.8%	0.0%	0.0%	0.0%	0.0%	11.1%
	7 years	0.0%	0.0%	27.3%	72.7%	0.0%	0.0%	0.0%	0.0%	0.0%
	8 years	22.2%	0.0%	0.0%	55.6%	0.0%	0.0%	22.2%	0.0%	0.0%
	9 years	0.0%	0.0%	25.0%	65.0%	10.0%	0.0%	0.0%	0.0%	0.0%
	10 years	5.9%	11.8%	23.5%	35.3%	5.9%	0.0%	0.0%	11.8%	5.9%
	11 years	40.7%	3.7%	14.8%	14.8%	11.1%	0.0%	0.0%	7.4%	7.4%
	12 years	56.7%	3.3%	0.0%	26.7%	10.0%	0.0%	0.0%	0.0%	3.3%
	13 years	20.7%	0.0%	37.9%	27.6%	10.3%	3.4%	0.0%	0.0%	0.0%
	14 years	22.0%	2.4%	26.8%	31.7%	7.3%	4.9%	0.0%	4.9%	0.0%
	15 years	19.6%	15.7%	27.5%	17.6%	3.9%	9.8%	0.0%	5.9%	0.0%
	16 years	35.7%	14.3%	16.7%	14.3%	7.1%	11.9%	0.0%	0.0%	0.0%
	17 years	28.9%	13.2%	28.9%	18.4%	0.0%	5.3%	5.3%	0.0%	0.0%

### 6.3 Handling of incidents

For those cases where children had experienced a form of cyber-safety or e-security problem in the last 12 months, parents were asked a series of questions about the incident. Questions included describing how the incident was handled, if they helped their child handle the incident and if they felt informed enough to protect their child.

At first parents were asked to describe how the incident was handled in an open ended format. The answers provided by parents have been grouped and presented in table 6.7 below. Multiple responses were allowed where more than one action was taken to resolve the incident.

A range of strategies were reported to handle incidents. These included parents educating their child or monitoring the child's use of computers or phones, informing authorities such as schools, service providers or police, IT solutions, imposing restrictions on the child's use of equipment, directly approaching the perpetrator and in some cases approaching the perpetrator's parents.

The most common way for responding to an incident was for parents to speak to their child about the incident (27.6%) and in many cases explain the dangers or reasons why the child's behaviour was inappropriate in order to educate the child to prevent repeating the incident. The next most common responses were to block the person responsible for the incident (14.6%) followed by informing the school (6.1%).

**Table 6-7 Strategies for handling cyber-safety or e-security Incidents in last 12 months**

Please briefly describe how the incident was handled	Percent of Cases**
Parents spoke / educated child	27.6%
Blocked person	14.6%
Informed the school	6.1%
Banned child from using website/program	5.5%
Blocked website	5.3%
Closed website and spoke to child	5.0%
Child not allowed to use/suspended use of computer or phone	4.8%
Did nothing / ignored it	4.8%
Contacted parents of offending child	4.6%
Parent replied to bully	3.5%
Closed website	3.2%
Set up filters / firewall / anti-virus	3.5%

*table continues on next page*

**Table 6-7 Strategies for handling cybersafety or e-security incidents in last 12 months cont..**

Please briefly describe how the incident was handled	Percent of Cases**
Supervise child whilst online	3.4%
School dealt with issue	2.9%
Deleted inappropriate website/information	2.9%
Called police	2.6%
Monitor website history/implemented password	2.6%
Changed email address/privacy settings	2.3%
Child (victim) handled issue	2.1%
Contacted phone service provider	1.9%
Informed website administrators/owners	1.6%
Contacted person posting information & asked to remove	1.5%
Banned uploading of pictures & personal information	1.3%
Other*	4.5%

\* Counts of less than 5 have been grouped into 'other'.

\*\* Percentages will sum to greater than 100% as parents may have used multiple strategies.

The involvement of parents in assisting their child in handling the cyber-safety or e-security incident was explored next. The data is presented in table 6.8 below and is broken down by State/Territory, remoteness and age of child.

In the vast majority of the occasions (91%) parents reported helping their child handle the incident. A small proportion of parents (3%) indicated they did not help their child with the incident. For the remainder, parents either referred their child to another responsible adult (1%), the child did not inform the parent of the incident (1%) or the child handled the incident on their own (5%).

**Table 6-8 Parent’s involvement in handling cyber-safety or e-security incidents in last 12 months**

Did you help your child handle this incident?		Referred child to another responsible adult				Child handled it on their own
		Yes	No	Child did not inform me at the time	Child handled it on their own	
Total		90.7%	3.3%	0.6%	0.6%	4.8%
State	New South Wales	88.6%	4.4%	0.0%	0.0%	7.0%
	Victoria	91.5%	2.4%	0.0%	1.2%	4.9%
	Queensland	94.0%	1.2%	0.0%	0.0%	4.8%
	Tasmania	100.0%	0.0%	0.0%	0.0%	0.0%
	South Australia	87.0%	0.0%	4.3%	4.3%	4.3%
	Western Australia	87.1%	9.7%	3.2%	0.0%	0.0%
	Northern Territory	100.0%	0.0%	0.0%	0.0%	0.0%
	ACT	100.0%	0.0%	0.0%	0.0%	0.0%
Remoteness	Major Cities	89.6%	3.3%	0.8%	0.8%	5.4%
	Inner Regional	95.5%	3.0%	0.0%	0.0%	1.5%
	Outer Regional	83.3%	5.6%	0.0%	2.8%	8.3%
	Remote	100.0%	0.0%	0.0%	0.0%	0.0%

**Table 6-9 Parent’s involvement in Handling cyber -safety or e-security incidents in last 12 months**

Did you help your child handle this incident?		Yes	No	Referred child to another responsible adult	Child did not inform me at the time	Child handled it on their own
Total		90.7%	3.3%	0.6%	0.6%	4.8%
Age of Child	5 years	100.0%	0.0%	0.0%	0.0%	0.0%
	6 years	88.9%	11.1%	0.0%	0.0%	0.0%
	7 years	100.0%	0.0%	0.0%	0.0%	0.0%
	8 years	100.0%	0.0%	0.0%	0.0%	0.0%
	9 years	95.7%	0.0%	4.3%	0.0%	0.0%
	10 years	94.1%	5.9%	0.0%	0.0%	0.0%
	11 years	92.3%	7.7%	0.0%	0.0%	0.0%
	12 years	100.0%	0.0%	0.0%	0.0%	0.0%
	13 years	100.0%	0.0%	0.0%	0.0%	0.0%
	14 years	75.6%	7.3%	0.0%	2.4%	14.6%
	15 years	91.1%	0.0%	1.8%	1.8%	5.4%
16 years	88.9%	2.2%	0.0%	0.0%	8.9%	
17 years	80.0%	10.0%	0.0%	0.0%	10.0%	

The final question regarding how recent cyber-safety or e-security incidents were handled asked whether parents felt informed enough on measures to protect their child allowing them to assist with the incident. The data is presented in table 6.10 below and is broken down by State/Territory, remoteness and age of child.

Overall the majority of parents (81%) felt they were equipped with enough information on measures to protect their child when handling incidents of bullying or e-security issues. Parents in the ACT were least likely to indicate they had sufficient information to handle the incident.

By age, parents of 9 year olds reported the lowest level of preparedness, compared to parents of other ages.

**Table 6-10: Parents' level of preparedness to handle incidents**

Did you feel that you had enough information on measures to protect your child to assist you with this incident?		Yes	No
Total		81.2%	18.8%
State	New South Wales	78.1%	21.9%
	Victoria	80.7%	19.3%
	Queensland	78.6%	21.4%
	Tasmania	87.5%	12.5%
	South Australia	95.5%	4.5%
	Western Australia	90.3%	9.7%
	Northern Territory	100.0%	0.0%
	ACT	71.4%	28.6%
Remoteness	Major Cities	80.0%	20.0%
	Inner Regional	87.9%	12.1%
	Outer Regional	74.3%	25.7%
	Remote	90.0%	10.0%

**Table 6-11 Parent’s level of preparedness to handle incidents**

Did you feel that you had enough information on measures to protect your child to assist you with this incident?		Yes	No
Total		81.2%	18.8%
Age of Child	5 years	100.0%	0.0%
	6 years	100.0%	0.0%
	7 years	100.0%	0.0%
	8 years	77.8%	22.2%
	9 years	69.6%	30.4%
	10 years	94.1%	5.9%
	11 years	73.1%	26.9%
	12 years	82.4%	17.6%
	13 years	82.9%	17.1%
	14 years	73.8%	26.2%
	15 years	80.0%	20.0%
	16 years	76.1%	23.9%
	17 years	90.0%	10.0%

## 7 Parental information on cyber-safety and e-security

### 7.1 Awareness of information

Parents were asked whether they were aware of some of the more common websites and information resources which deal with cyber-safety. Less than half of the parents interviewed (45.1%) indicated they were aware of at least one of the information sources presented in table 7.1. The highest level of awareness amongst parents were for the Cyber-smart website (28.6%) and the Bullying. No way website (25.6%).

Table 7.1 shows the distribution of awareness levels for cyber safety information resources across Australia. There were only a few significant differences in overall awareness were identified based on the locality of the respondent. The only pattern to emerge was that parents located in the Northern Territory or located in remote localities had significantly lower levels of awareness of the Cybersmart website.

**Table 7-1 Parent Awareness of Forms of Cyber-safety Information Sources**

		Aware of at least one	'Cyber smart' website	'ThinkU Know' website	'Bullying. No way' website	'Lets fight it together' website	'Wise up to it' DVD	'Smart online Safe offline' website	Stay smart online: Budd e modules
Total		45.1%	28.6%	8.3%	25.6%	6.8%	4.5%	11.4%	8.4%
State	New South Wales	43.4%	24.7%	6.1%	25.4%	6.7%	4.8%	10.8%	6.1%
	Victoria	42.4%	29.8%	7.4%	21.6%	6.4%	3.9%	11.1%	8.4%
	Queensland	49.1%	30.7%	10.7%	29.0%	5.4%	4.6%	13.9%	11.2%
	Tasmania	51.0%	33.3%	12.2%	27.1%	8.3%	8.3%	6.3%	10.2%
	South Australia	48.3%	33.3%	9.5%	27.9%	8.8%	5.4%	8.2%	6.8%
	Western Australia	44.4%	30.2%	9.8%	26.8%	8.8%	2.9%	12.7%	10.7%
	Northern Territory	44.0%	16.7%	8.3%	29.2%	8.0%	4.2%	12.5%	8.3%
	ACT	53.1%	31.3%	15.2%	25.0%	9.4%	6.3%	9.4%	9.4%
Remoteness	Major Cities	44.4%	27.5%	8.7%	25.2%	6.8%	4.7%	10.7%	7.9%
	Inner Regional	45.4%	31.1%	7.5%	26.4%	7.0%	4.7%	13.4%	9.0%
	Outer Regional	51.0%	32.3%	7.3%	29.0%	6.2%	3.6%	12.4%	10.9%
	Remote	41.3%	21.7%	6.7%	20.0%	8.7%	0.0%	10.9%	6.7%

Table 7.2 demonstrates parent awareness levels of cyber-safety information sources by age and sex of the child . While further investigation is required to understand underlying reasons, parents of children 7 years of age reported a significantly lower level of awareness of at least one of the information sources listed. In comparison parents of children 17 years of age had a significantly higher level of awareness.

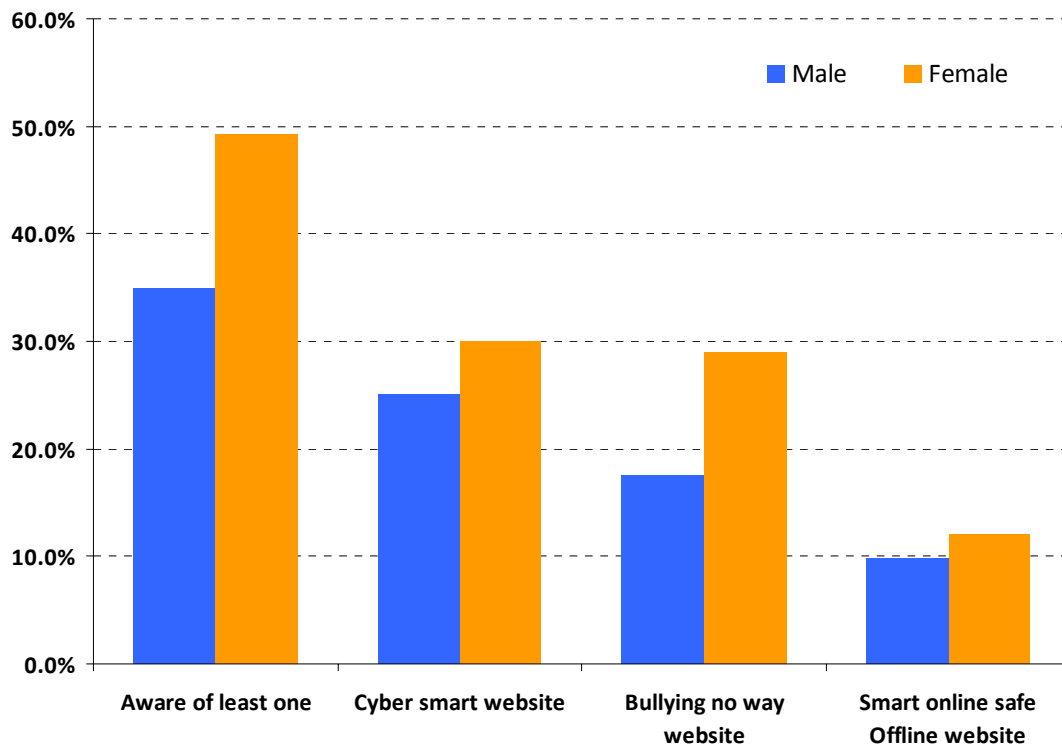
Despite the evidence of girls having a higher incidence of safety issues in the use of the internet, parents of girls indicated they had a lower level of awareness for the resources listed than parents of boys.

**Table 7-2 Parent Awareness of Cyber-safety Information Sources by Age and Sex of child**

		Aware of at least one	Cybersmart website	ThinkU Know website	Bullying .No way website	Lets fight it together website	Wise up to it DVD	Smart online Safe offline website	Stay smart online: Budd e modules
Total		45.1%	28.6%	8.3%	25.6%	6.8%	4.5%	11.4%	8.4%
Age	5 years	45.6%	29.1%	6.3%	17.7%	12.7%	7.5%	13.8%	5.1%
	6 years	41.8%	21.6%	9.7%	29.1%	6.7%	1.5%	7.4%	4.5%
	7 years	33.8%	21.7%	5.8%	15.8%	5.0%	2.2%	6.5%	5.8%
	8 years	42.9%	27.3%	6.1%	27.3%	4.5%	1.5%	9.0%	6.1%
	9 years	40.7%	24.1%	5.7%	27.7%	5.7%	2.8%	9.9%	7.8%
	10 years	40.0%	27.8%	9.5%	20.0%	7.8%	4.4%	10.6%	8.9%
	11 years	46.5%	34.0%	7.1%	24.6%	7.8%	3.5%	9.9%	6.4%
	12 years	48.7%	34.0%	6.3%	29.3%	8.9%	4.7%	16.3%	11.5%
	13 years	44.9%	28.1%	8.9%	28.7%	9.0%	4.8%	9.5%	6.6%
	14 years	46.2%	27.4%	10.8%	24.2%	6.5%	6.5%	12.4%	13.4%
	15 years	48.3%	28.6%	10.0%	27.0%	6.2%	5.7%	13.7%	10.5%
16 years	46.7%	27.2%	10.0%	26.7%	4.4%	6.1%	10.5%	7.2%	
17 years	59.1%	39.1%	6.3%	32.3%	12.7%	6.8%	17.4%	5.1%	
Sex	Boys	47.2%	29.5%	9.0%	27.0%	6.6%	4.6%	11.0%	7.9%
	Girls	42.9%	27.5%	7.4%	24.2%	7.0%	4.5%	11.8%	8.9%

The survey found that the sex of the parent respondent had a positive association with the awareness levels of the resources listed. Almost half (49.3%) of the mothers or female carers of children aged 5 to 17 years indicated they were aware of at least one of the resources. This was significantly higher than the 34.9% identified for fathers or male carers. This outcome was also reported for the three most recognised resources.

**Figure 7-1: Awareness of cyber-safety information sources by sex of parent**



## 7.2 Accessing information

Overall, 34.3% of parents indicated they had in the past 12 months accessed information on how to make children safer when they are using the internet or mobile phones (table 7-3). The incidence varied amongst age and sex cohorts of the children. Broadly, rates peaked when children were about to enter secondary school (with the exception of 14 year olds) then gradually declined.

Also parents with girls aged 12 to 14 years reported significantly higher levels of obtaining information on how to make their child safer when using the internet or mobile phone. The most significant levels of parents with boys, were for boys aged 9, 11 and 14 years old.

**Table 7-3 Parent Accessed cyber-safety information by age, sex of child**

		Boys	Girls	Total
Total		35.9%	32.7%	34.3%
Age	5 years	26.8%	31.6%	29.1%
	6 years	29.0%	20.8%	24.6%
	7 years	33.3%	36.8%	34.5%
	8 years	32.9%	19.6%	27.3%
	9 years	45.3%	33.3%	39.7%
	10 years	31.9%	35.3%	33.5%
	11 years	48.6%	33.3%	41.1%
	12 years	33.3%	41.0%	36.6%
	13 years	29.7%	40.9%	35.9%
	14 years	44.7%	43.4%	44.1%
	15 years	34.0%	29.9%	31.9%
	16 years	38.9%	25.6%	31.7%
	17 years	31.8%	28.8%	30.8%

Table 7-4 below demonstrates that the incidence of parents accessing information on cyber-safety was associated with the level of household income and the highest level of education attainment of the parent interviewed. Households with higher incomes and parents with post school education were more likely to access information on cyber safety for their children. These trends were identified for both parents with boys and girls.

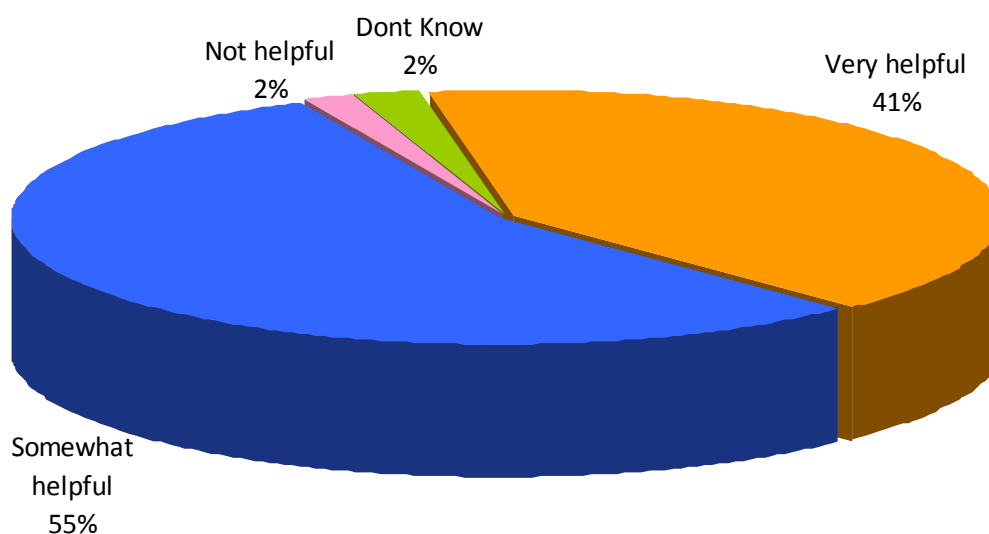
**Table 7-4: Parent accessed cyber-safety information by household income & education**

		Boys	Girls	Total
Total		35.9%	32.7%	34.3%
Education of Parent	Year 10 or below	24.8%	22.1%	23.2%
	Year 12 or below	29.6%	28.2%	28.9%
	Certificate	32.8%	32.7%	32.8%
	Diploma	35.2%	39.6%	37.4%
	Bachelors degree	44.4%	38.7%	41.6%
	Dip/ Graduate Certificate	44.2%	39.1%	41.3%
	Postgraduate degree	48.8%	38.9%	44.7%
Household income	Up to \$40,000	29.8%	29.4%	29.6%
	\$40,001 to \$80,000	30.3%	31.3%	30.7%
	\$80,001 to \$120,000	36.4%	29.1%	32.9%
	\$120,001 or more	43.0%	36.5%	39.7%

Overall parents that had accessed information on how to make their child safer when they are on the internet or mobile phone suggested the information was somewhat (55%) to very helpful (41%) (refer to figure 7.2).

While there is a small sample base for the sub-group 25% of parents who indicated that information accessed was “not helpful” were parents of 9 year old children. This finding in conjunction with other results, suggests that this age group may require specific attention on issues of cyber-safety in the use of the internet and mobile phones.

**Figure 7-2: Helpfulness of the information**



Parents that were aware of least one of the cyber-safety information sources listed, were asked whether they had accessed any. Table 7.5 demonstrates that 40.3% of this group had accessed at least one of the resources that were listed. This means that overall 18%<sup>1</sup> of all parents interviewed (i.e. total sample) indicated they had used at least one of the information sources listed on cyber-safety.

The most popular information sources were identified as the Cybersmart and Bullying. No way websites. Interestingly, the incidence of the use of information sources by parents were similar, irrespective of the age and sex of the nominated child.

<sup>1</sup> (45% of parents are aware of cyber safety information sources x 40% have accessed at least one information sources = 18%)

**Table 7-5: Cyber-safety information accessed by age & sex of child**

		Access at least one	Cyber smart website	ThinkU Know website	Bullying. No way website	Lets fight it together website	Wise up to it DVD	Smart online safe offline website	Stay smart online: Budd e modules
Total		40.3%	22.5%	5.0%	18.8%	3.7%	3.6%	6.7%	4.7%
Age	5 years	36.1%	24.3%	2.8%	13.9%	5.4%	5.4%	8.1%	8.1%
	6 years	44.6%	19.3%	3.6%	21.4%	3.6%	0.0%	5.3%	3.6%
	7 years	40.4%	23.4%	6.5%	15.2%	6.4%	4.3%	10.6%	4.3%
	8 years	46.4%	10.7%	1.8%	30.4%	3.6%	0.0%	3.5%	5.3%
	9 years	37.9%	19.3%	3.4%	24.1%	5.2%	3.4%	6.9%	5.3%
	10 years	43.1%	26.4%	4.2%	16.9%	1.4%	4.2%	5.6%	5.6%
	11 years	45.5%	31.8%	3.1%	21.5%	3.1%	4.5%	4.6%	4.6%
	12 years	44.1%	26.9%	3.3%	20.4%	5.4%	3.2%	8.7%	5.4%
	13 years	31.6%	22.7%	5.3%	16.0%	4.0%	5.3%	6.7%	3.9%
	14 years	39.5%	19.8%	4.7%	16.3%	4.7%	4.7%	5.8%	8.1%
	15 years	39.2%	18.6%	7.8%	15.7%	2.9%	2.0%	6.9%	2.9%
	16 years	39.3%	22.6%	8.3%	17.9%	3.6%	4.8%	7.1%	3.6%
	17 years	37.2%	25.6%	6.4%	13.9%	1.3%	5.1%	7.6%	2.6%
Sex	Boys	40.9%	22.9%	5.3%	20.7%	2.8%	2.6%	5.5%	3.9%
	Girls	39.7%	22.1%	5.0%	17.1%	5.0%	4.6%	7.9%	6.0%

Parents who had accessed at least one of the websites or information resources listed, were asked “which did they find most helpful”. Of those that had accessed the Cybersmart- website, 38% nominated this resource as most helpful. Similar proportions for “most helpful” were nominated for those who had accessed the ThinkUKnow website (30%) and Bullying. No way website 30%

However 51.5% of parents who indicated they had accessed at least one of the websites to seek information suggested that “none” were helpful. This finding is in contrast to the quite positive results provided by parents when they were previously asked “how helpful” was the information they had found in the previous 12 months to provide guidance on how to make children safer when they are using the internet or mobile phones.

## 8 Cyber-safety and use of mobile phones

### 8.1 Mobile phone usage

Overall 49.2% of children aged 5-17 years were found to have access to a mobile phone. The access rates for mobile phones for children were similar across the States and Territories of Australia. Similar access rates were also found amongst major cities, regional and remote areas of Australia.

The ability of children to access the internet via the mobile phone was significantly lower than general mobile phone usage. Of children aged 5-17 years that had a mobile phone, 16.2% had the mobile phone linked to the internet.

The locality of respondents was found to be associated with varying levels of mobile phone internet connection. Children living in the Northern Territory and Tasmania had lower connection rates. Access to the internet with mobile phones was also lower for outer regional and remote areas, in comparison to Inner regional centres and major cities.

**Table 8-1 Use of mobile phones & experience of personal safety or security problems**

		Has a mobile phone	Access internet with mobile phone
Total		49.2%	16.2%
State	New South Wales	49.6%	12.2%
	Victoria	50.0%	15.7%
	Queensland	48.2%	21.7%
	Tasmania	55.1%	11.5%
	South Australia	45.6%	22.4%
	Western Australia	49.3%	17.8%
	Northern Territory	45.8%	8.3%
	ACT	50.0%	12.5%
Remoteness	Major Cities	49.3%	17.6%
	Inner Regional	46.6%	15.5%
	Outer Regional	52.1%	8.0%
	Remote	55.6%	15.4%

Mobile phone access rates were much higher for children aged 13-17 years. Girls were also more likely to have access to a mobile phone than boys. The incidence of access to the internet with a mobile phone was higher for children aged 16-17 years.

Use of mobiles by children and access to the internet with mobiles, did not vary significantly by level of household income.

Children in households where the main language spoken at home was not English, were less likely to have an access to a mobile phone than children in mainly English speaking households. This outcome was irrespective of the income level of the household.

**Table 8-2 Use of mobile phones by age and sex of child**

		Has a mobile phone	Access internet with mobile phone
Total		49.2%	16.2%
Age of child	5 years	0.0%	0.0%
	6 years	0.0%	0.0%
	7 years	0.0%	0.0%
	8 years	6.8%	0.0%
	9 years	12.8%	5.9%
	10 years	18.9%	0.0%
	11 years	35.5%	4.0%
	12 years	56.5%	10.2%
	13 years	75.6%	5.5%
	14 years	87.6%	19.0%
	15 years	88.1%	19.5%
	16 years	92.8%	24.6%
	17 years	97.0%	23.3%
Sex	Boys	46.3%	14.9%
	Girls	52.4%	17.3%

## 8.2 Issues with personal safety or security

Parents were asked whether in the last 12 months their child had experienced specific personal safety or security problems in regard to the use of mobile phones. Table 8.3 below demonstrates that 16.5% of children with access to a mobile phone had encountered at least one personal safety or security issue.

Children aged 9 and 14 years were reported to have experienced the highest rates of safety or security problems. Intuitively this may be explained by the jump in the use of mobile phones by children at the age of 9. Girls were reported to have a slightly higher rate of experiencing personal safety or security problems with the use of mobile phones.

A breakdown of the types of personal safety or security incidents experienced by children using mobile phones shows that receiving threatening or bullying phone calls or text messages, sending or receiving inappropriate messages and receiving phone calls from strangers were experienced by 6-7% of children.

Children aged 14 years and 16 years reported the highest incidence of problems with sending or receiving inappropriate messages. Results by sex revealed sending/receiving inappropriate messages were more prevalent for 14 year old boys and 16 year old girls.

Nine year old and 14 year old children were found to have the highest incidence of receiving threatening and bullying phone calls and text messages (10-11%). Again 14 year old boys were more likely than 14 year old girls to experience this issue, where the reverse was found in respect to 9 year olds, with girls more likely.

While children aged 16 years experienced overall average levels of bullying phone calls and text messages, girls aged 16 years were reported as experiencing a higher rate (14.3%) of such incidents.

Girls were twice as likely to receive phone calls from strangers, than boys. Similar higher rates of this personal safety problem were found across the teenage years for girls.

**Table 8-3 Personal safety or security problems with use of mobile phones**

		Experienced a problem	Phone calls from strangers	Asked for personal Info.	Sending/receiving inapprop. messages	Receiving bullying calls/texts	Access inapprop material via internet
Total		16.5%	6.0%	1.6%	7.2%	7.6%	1.6%
Age	5 years	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	6 years	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	7 years	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	8 years	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	9 years	23.5%	5.9%	0.0%	11.1%	11.1%	5.9%
	10 years	11.8%	9.1%	0.0%	0.0%	0.0%	0.0%
	11 years	15.7%	2.0%	0.0%	3.9%	3.9%	6.0%
	12 years	15.7%	6.5%	2.8%	6.5%	6.5%	2.8%
	13 years	12.7%	7.9%	1.6%	3.1%	5.5%	0.0%
	14 years	20.9%	4.9%	2.5%	11.7%	10.4%	2.5%
	15 years	14.5%	3.8%	0.0%	5.9%	8.1%	0.5%
	16 years	18.0%	4.8%	2.4%	12.6%	8.4%	1.2%
17 years	17.8%	9.3%	2.3%	4.7%	9.3%	0.0%	
Sex	Boys	14.1%	3.9%	1.0%	8.3%	6.0%	2.5%
	Girls	18.5%	8.1%	2.2%	6.3%	9.0%	0.8%

## Appendix 1: Response Summary

The following table provides a response status summary for the survey.

**Table A1: Survey Response**

Total Numbers Used	n=	Percent
Total Contacts	34,255	
Total Eligible Contacts	3,303	100%
Interviews	2014	61%
Refusals	1289	39%
Out of Survey Scope	30,952	
No Children 5 -17 yrs / No Internet	14,096	
Not applicable -business/fax	16,856	

Overall the parent's survey achieved a compliance rate of 61%, which is good and provides a sound base for the analysis.

## Appendix 2: The Questionnaire

### INTRODUCTION

---

Hello, my name is..... I'm calling on behalf of the Australian Government and we are conducting a survey about children's safety on the internet.

Firstly I would like to speak to someone who is 18 years or older. Is that you? **IF NOT TARGET ANOTHER RESPONDENT**

Before we start I need to see if you qualify for an interview, are there any children aged between 5 and 17 years living in this household? **IF NOT THANK THE RESPONDENT AND CODE AS NA NQ**

**IF YES:** I was hoping to speak to the Father or Mother of any of the children in this age group, is that you? **IF NOT TARGET ANOTHER RESPONDENT RE-INTRODUCE IF NECESSARY**

The survey should take about 10-12 minutes can we do it now? **IF NOT ARRANGE A CALLBACK**

The results of the survey are confidential and will only be used for research purposes. No individual will be identifiable in the data analysis or results. I also need to inform you that my supervisor may monitor this call for quality control and training purposes.

Q1 Firstly, is your home connected to the internet (READ OUT OPTIONS)

1. Yes
2. No

#### **IF NO TERMINATE INTERVIEW**

Q2 How many children aged between 5 and 17 years do you have living in your household?

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 Six or more
- 7 Refused

**TERMINATE INTERVIEW**

**I would now like to discuss the experiences of your child;**

**IF MORE THAN ONE CHILD RESPONSE IN Q 2**

I would now like to discuss the experiences of the child in your household with the most recent birthday.

Q3 Is this child a boy or a girl?

1. Boy
2. Girl

Q3b ....and how old is the child?

**BEFORE I START I WOULD LIKE TO REMIND YOU THAT YOUR ANSWERS TO THE QUESTIONS RELATE TO THE ACTIVITIES OF THE CHILD WE HAVE JUST SELECTED.**

Q4 In the past 12 month has he/she accessed the internet from home? Accessing the internet refers to email, instant messaging such as msn and using the World-Wide web.

1. Yes
2. No TERMINATE INTERVIEW

Q5 **IF CHILD ACCESSES INTERNET AT HOME**

Where does your child most often use the internet in your home? READ OUT

1. In a private space, for example the child's bedroom
2. In an open family space, for example living room, family room
3. Other (specify)

**Now I'm interested in the types of activities which he/she usually accesses the internet at home for.**

Q6 Does he/she access the internet at home for.....?

READ OUT. CHECK ALL AS APPROPRIATE

1. Checking, sending, reading and writing emails
2. Using social networking sites such as my-space or face-book or Chat rooms
3. Playing online games
4. Listening or downloading music, or watching video clips, TV program
5. Educational activities such as research for school assignments, homework, or online classes
6. Online banking or internet shopping (e.g. EBay)
7. Any other activities (please specify)\_\_\_\_\_

Q7 Approximately how many hours per week does he/she usually access the internet at home?

**ENTER HOURS**

Q8 Children's cyber-safety issues refers to the protection of children when they are online or when they are using mobile phones from dangers such as exposure to illegal or inappropriate material, stranger danger, identity theft, invasion of privacy, harassment and cyber-bullying. How would you rate your level of knowledge about children's cyber-safety issues?

Would you say you are....

1. Well informed
2. Somewhat informed
3. Slightly informed
4. Un-informed
5. **DO NOT READ** Don't Know

Q9 Which one of the following best describes your level of concern about the safety risks to your child while they are using the internet and mobile phones? Would you say you are...?

1. Very concerned
2. Fairly concerned
3. Not very concerned
4. Or not concerned at all
5. **DO NOT READ** Don't Know

Q10 Have you spoken to your child on the potential risks of using the internet?

1. Yes
2. No

Q11 Have you set up any measures or rules for your children to minimize the risks when using the internet at home?

1. Yes
2. No

**IF YES**

Q12 Which of the following of measures or rules have you undertaken to minimize the risk to your child when using the internet? **(READ OUT)**

- 1 Use of a filter to block inappropriate content, that is, block information coming in
- 2 Blocking personal information from being posted or emailed, that is, block information going out
- 3 Child needs to ask before visiting websites
- 4 Setting up specific browsers for children
- 5 Regularly installing and updating anti-virus protection software
- 6 Being nearby or sitting with the child while they are online
- 7 Checking the websites visited or emails of the child
- 8 Ensure the computer is located in an open area
- 9 Using passwords and access controls so the child can't access without supervision
- 10 Any others (please specify) \_\_\_\_\_
- 11 NONE

**If more than one ask which has been the most effective?**

Q13 In the last 12 months has he/she experienced any of the following problems with personal safety or security in use of the internet or mobile phone? Such as.....

1. Child receiving threatening or bullying emails or SMS/ instant messages
2. Private or personal information posted on blogs or social networking websites
3. Strangers making contact asking for his/her personal information (e.g. by email, instant messaging, in chat rooms, or social networking sites)
4. Accessing inappropriate websites or material
5. Sending or receiving inappropriate messages such as "sexting"

6. Incurring financial loss via responding to unsolicited emails or messages on mobile phones or providing information on a website.
7. Engaging in online gambling
8. Any others you are aware of (please specify) \_\_\_\_\_
9. NONE OF ABOVE

**IF MORE THAN ONE OPTION SELECTED ASK Q14**

Q14 What was the most recent incident, within the last 12 months that he/she experienced with personal safety or security in use of the internet?

1. Child receiving threatening or bullying emails or SMS/instant messages
2. Private or personal information posted on blogs or social networking websites
3. Strangers making contact asking for his/her personal information (e.g. by email, instant messaging, in chat rooms, or social networking sites)
4. Accessing inappropriate websites or material
5. Sending or receiving inappropriate messages such as "sexting"
6. Incurring financial loss via responding to unsolicited emails or messages on mobile phones or providing information on a website.
7. Engaging in online gambling
8. Any others you are aware of (please specify) \_\_\_\_\_

Q15 Please briefly describe how the incident was handled?

Q16 Did you help your child handle this incident?

- 1 Yes
- 2 No
- 3 Referred child to another responsible adult
- 4 Child did not inform me at the time
- 5 Child handled it on their own

Q17 Did you feel that you had enough information **on measures** to protect your child to assist you with this incident?

1. Yes
2. No

I would now like to discuss your child's use of mobile phones.

Q18 Does he/she have a mobile phone?

- 1 Yes
- 2 No

Q19 In the last 12 months has he/she experienced any of the following problems with personal safety or security in use of their mobile phone? Such as.....

1. Receiving phone calls from strangers
2. Being asked for personal information over the phone

3. Sending or receiving inappropriate messages
4. Receiving threatening or bullying phone calls or text messages
5. Accessing inappropriate material via the internet on the mobile phone
6. None

Q20 Does he/she use the mobile phone to access the Internet?

- 1 Yes
- 2 No

Q21 In the past 12 months have you accessed information on how to make children safer when they are using the internet or mobile phones?

1. Yes
2. No

Q22 **IF YES**

How helpful was the information you found? READ OUT

1. Very helpful – it answered all my questions
2. Somewhat helpful – it answered some but not all of my questions
3. Not helpful – did not answer any of my questions
4. Don't Know/Cant say (DON'T READ OUT)

Q23 Are you aware of the following cyber-safety information sources? READ OUT

1. Cyber smart website
2. ThinkUKnow website
3. Bullying no way website
4. Lets fight it together website
5. Wise up to IT DVD
6. Smart online Safe offline website
7. Stay Smart Online – Budd.e modules
8. Any others (specify)
9. NONE

Q24 Which of these have you accessed? READ OUT HIGHLIGHTED

1. Cyber smart website
2. ThinkUKnow website
3. Bullying no way website
4. Lets fight it together website
5. Wise up to IT DVD
6. Smart online Safe offline website
7. Stay Smart Online – Budd.e modules
8. Other (specify) \_\_\_\_\_
9. NONE

Q25 If you have accessed any of these which did you find most helpful (select one only).

Finally, I'd just like to ask you a few questions to help qualify your responses.

**SEX**

Hearing your voice I presume you are a

1 Male

2 Female

**LOCALITY**

What state/territory do you live in?

What suburb or town are you located in?

What is the postcode?

**ORIGIN**

Do you identify as Aboriginal or Torres Strait Islander?

1. Yes
2. No
3. Refused

**EDUC**

What is the highest level of education you have attained to date?

1. Year 10 or below
2. Year 12 or below
3. Certificate
4. Diploma
5. Bachelors degree
6. Graduate Diploma and Graduate Certificate
7. Postgraduate degree
8. Refused

**LANG**

What is the main language spoken in your household?

1. English
2. Arabic
3. Chinese/Cantonese/Mandarin
4. Vietnamese
5. Italian
6. Greek
7. Spanish
8. Filipino/Tagalog
9. Hindi
10. Other (specify) \_\_\_\_\_

***INCOME (annual salary)***

What is your estimated annual gross household income?

1. Less than \$20,000
2. \$20,000 – 40,000
3. 40,001-60,000
4. 60,001-80,000
5. 80,001-100,000
6. 100,001-120,000
7. 120,001-140,000
8. \$140,001-160,000
9. \$160,001+
10. REFUSED

***NAME***

Finally, could you tell me your first name as my supervisor audits 1 in 10 of my calls as part of our quality control process?

***CONCLUSION***

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That completes our interview. As this is social research, you can be assured that it is carried out in full compliance with the Privacy Act and the information you provided is only used for research purposes. Again, my name is ....and my supervisors name is ..... If you have any questions about this survey, or would like further information about IRIS Research, you can call our office between 9am and 5pm weekdays on 02 42854446. Thank you for your time.